OM: The changes implemented for this program fall into one of two categories. The first category includes changes to the administration of the Capstone Project Course (OM 596) - the primary assessment mechanism employed in the MSOM Program. The first change implemented was to refine the target values for three of the four Student Learning Objectives (SLO). The concept here was to create a measure that would capture the shift in performance over time from “meeting or exceeding expectations” to “exceeding expectations.” More recently introduced, two other changes related to this first category are intended to improve the transparency of the Capstone Project experience. Specifically, one change is that the MSOM program coordinator implemented a WIKI site that serves as a repository for current and past projects so that current and future students can see the types of projects completed. In addition, this WIKI site also allows program faculty to see the student's work in progress and comment on it in a timely manner during the semester of project development. The second change to improve transparency is to provide more explicit direction to the students regarding the requirements of the mid-semester project report. The details of these directions have been incorporated into the syllabus for OM 596.

The second category of change is to enhance the curriculum through adding new required assignments in three of the required courses of the program. The intent of these new assignments is to improve the students’ problem solving abilities. The concept for this modification arose from the faculty’s realization that the proportion of students “exceeding expectations” was below the new levels introduced as part of the first change in the prior category. The impact of the latest changes has not yet been measured nor assessed.

MIS (OM-EI track): Analysis of assessment results prompted the MS program in MIS to develop action items related to the following: area 1- students process formulations have consistently failed to meet faculty expectations, area 2- students have consistently met expectations in their MIS 514 presentations, but the written research paper results have not been as strong, and area 3- students have struggled to apply technical architectural concepts to their solution blueprints.

The following describes the resulting program changes. Regarding area 1, we have increased the class time spent and number of assignments focused on process analysis and modeling. This change has just been implemented; as a result, its impact cannot yet be determined. Related to area 2, we have changed MIS 598 to provide more and earlier guidance on topic selection, and we have engaged a broader diversity of faculty to provide guidance. As a result, students are getting feedback and direction from faculty who have more experience in their chosen research topic. Early (anecdotal) feedback from students and faculty is positive. Addressing area 3, MIS faculty has determined that the solution blueprint may be an inappropriate and outdated concept on which to build. As a result of this determination and changing software development practices in industry, the program is now shifting to teaching an agile development (rather than waterfall) approach throughout the curriculum. Using this new approach, student understanding of the project solution, approach, and architectural design has improved significantly.
OM - Implement WIKI Site
*Established in Cycle: 2011-2012*
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

OM - Mid-semester Guidance
*Established in Cycle: 2011-2012*
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

**M 2: OM - Oral report in OM 596**  
Performance on the oral report submitted as part of OM 596 – Capstone Project  
Source of Evidence: Academic direct measure of learning - other  
**Target:**  
At least 90% of students meet or exceed expectations and at least 70% exceed expectations.  
**Related Action Plans (by Established cycle, then alpha):**  
For full information, see the Details of Action Plans section of this report.

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**SLO 2: OM Discipline Knowledge of Tools/Techniques**  
Selection of appropriate tools and techniques to achieve a desired operations or process improvement.

**Connected Document**  
Op Management MS Curriculum Maps

**Related Measures**

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Source of Evidence: Written assignment(s), usually scored by a rubric  
**Target:**  
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SLO 3: OM Tool Application Skills/Abilities
Correct and complete application of tools and techniques to achieve desired improvement

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SLO 4: OM Technical Communication
Communication technical subject matter in operations management effectively.

Connected Document
Op Management MS Curriculum Maps

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SLO 5: EI/MIS Discipline Knowledge
Students recognize and formulate enterprise integration (that is, data, process, and analytics) problems for business areas targeted for improvement.

Related Measures

M 15: EI/MIS - MIS520/540 Discipline Knowledge
Students should demonstrate discipline knowledge of concepts such as data, process, and activity modeling. Faculty members will assess how well students are able to demonstrate mastery of these concepts on individual course assignments in MIS 520 and MIS 540.
Source of Evidence: Project, either individual or group

Target:
At least 20% of students should demonstrate good or excellent (4/5 or 5/5) understanding of these concepts, and at least 80% demonstrate an acceptable (3/5) or better understanding of these concepts.

M 16: EI/MIS - MIS 535 Statement of Work
The Project Statement of Work is developed by the graduate student project manager for their course requirements in MIS 535. The document will be evaluated by the MIS faculty to assess how well the student demonstrates mastery of MIS discipline knowledge.
Source of Evidence: Project, either individual or group

Target:
At least 50% of the students demonstrate good or excellent (4/5 or 5/5) understanding of these concepts, and at least 80% demonstrate an acceptable (3/5) or better understanding.

SLO 6: EI/MIS Skills and Abilities
Students are able to organize and present on a technical subject matter.

**Related Measures**

**M 17: EI/MIS - MIS 514 Presentations**
Multiple MIS faculty will assess individual student presentations in the MIS 514 Information Technology Bootcamp course.

*Source of Evidence:* Presentation, either individual or group

*Target:* At least 30% of students demonstrate a good (4/5) or better ability to organize and present on a technical subject matter, and at least 85% demonstrate an acceptable (3/5) or better ability.

**M 18: EI/MIS - MIS 598 Papers**
The MIS faculty will assess the written communication of students based on their white paper assignments for the MIS 598 course.

*Source of Evidence:* Written assignment(s), usually scored by a rubric

*Target:* A least 60% of the students demonstrate a good (4/5) or better ability to write about technical subject matter, and at least 95% demonstrate an acceptable (3/5) or better ability to write about technical subject matter.

**SLO 7: EI/MIS Tools & Techniques**
Students are able to select and apply the appropriate tools and techniques to achieve desired improvements.

**Related Measures**

**M 19: EI/MIS - MIS 520 Oral Exam**
The MIS faculty will conduct oral exams of the students in MIS 520 to assess their understanding of the tools and techniques employed in the solution blueprint for their project.

*Source of Evidence:* Project, either individual or group

*Target:* At least 20% of the students demonstrate a good (4/5) or better ability to select and apply the appropriate tools and techniques, and at least 80% demonstrate an acceptable (3/5) or better ability.

**M 20: EI/MIS - MIS 530 Oral Exam**
The MIS faculty will conduct oral exams of the students in MIS 530 to assess their understanding of the tools and techniques employed in the solution blueprint for their project.

*Source of Evidence:* Project, either individual or group

*Target:* At least 50% of students demonstrate a good (4/5) or better ability to select and apply the appropriate tools and techniques, and at least 95% demonstrate an acceptable (3/5) or better ability.

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**OthOtcm 8: Recognized quality**
The program will improve and sustain a high level of recognized quality

*Connected Document*  
[Op Management MS Curriculum Maps](#)

**Related Measures**

**M 9: The program's minimum TOEFL**
The program's minimum TOEFL, or equivalent test result, score for all admitted international students in an academic year

*Source of Evidence:* Academic indirect indicator of learning - other

**M 10: Average standardized entrance exam score (GMAT or GRE) across all admitted students in an academic year**
Average standardized entrance exam score (GMAT or GRE) across all admitted students in an academic year

*Source of Evidence:* Academic indirect indicator of learning - other

**OthOtcm 9: Optimal level**
The program will build and sustain an optimal level of annual program enrollments and degree completion

*Connected Document*  
[Op Management MS Curriculum Maps](#)

**Related Measures**

**M 11: Number of students admitted**
Number of students admitted to the program per year, averaged over a three-year period

*Source of Evidence:* Academic direct measure of learning - other

**M 12: Number of students graduating**
Number of students graduating from the program per year, averaged over a three-year period

*Source of Evidence:* Academic indirect indicator of learning - other

*Target:* N/A

**OthOtcm 10: Program Value**
The program will be highly valued by its program graduates and other key constituencies it serves

Connected Document
Op Management MS Curriculum Maps

Related Measures

**M 13: Exit survey results on Question 18**
Exit survey results on Question 18 – “As a result of your MSOM experience, how would you rate your ability to enhance an organization’s performance? Inadequate, Fair, Good, or Excellent”
Source of Evidence: Academic indirect indicator of learning - other

**M 14: Number of distinct firms that recruit MSOM students at UA career fairs**
Number of distinct firms that recruit MSOM students at UA career fairs
Source of Evidence: Academic indirect indicator of learning - other

Details of Action Plans for This Cycle (by Established cycle, then alpha)

**EI/MIS - New Measure of Discipline Knowledge**
In order to more directly measure individual discipline knowledge of concepts such as data, process, and activity modeling, the faculty will develop a rubric and process for evaluating individual discipline knowledge in MIS 520 and MIS 540. This measure will replace the assessment of Problem Statements in the Project Charters in MIS 525

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

**EI/MIS - Oral Examination to Assess Solution Blueprints**
Because the entire project team prepares the Solution Blueprint for their project, the assessment of the MS student’s understanding of the selection and application of appropriate tools and techniques will be assessed through an oral examination of the student. This oral examination assessment will replace the current assessment of the Solution Blueprint document itself. The oral examination will take place during weekly meetings between the MS student and the faculty sponsor for their project. This assessment will occur in both MIS 520 as well as MIS 530.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012
Responsible Person/Group: Faculty project sponsors

**EI/MIS - Written Communication in MIS 598**
In order to include the assessment of written communication, the assessment of “Individual Presentations in MIS 598” will be changed to assess the written papers submitted in MIS 598.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012
Responsible Person/Group: Faculty teaching MIS 598

**EI/MIS Assessment of Project Statement of Work**
Because the Project Statement of Work (SOW) is developed individually by the MS, the assessment of Discipline Knowledge in MIS 535 will be based on this Statement of Work rather than the Project Closeout which is developed by the entire project team.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012

**EI/MIS Presentations from MIS 514**
The assessment of Skills and Abilities through individual presentations will take place in MIS 514 rather than MIS 527. The MIS 514 presentations are more easily evaluated by multiple faculty members because they occur over a short period of time with high faculty participation and standardized evaluation metrics.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012

**OM - Add Second Target Value**
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expectations will be added for SLO1, SLO2, and SLO3.

- SLO1 - M1 and M2: 70% exceed expectations
- SLO2 and SLO3 - M1 and M2: 50% exceed expectations

Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):

<table>
<thead>
<tr>
<th>Measure</th>
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OM - Enhance Problem Solving Skills
Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- Measure: OM - Written report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques

Responsible Person/Group: Instructors of OM 522, OM 523 and OM 540: Mittenthal, Keskin, Melouk

OM - Implement WIKI Site
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their proposal and mid-semester reports on this site, and provide a weekly commentary of their efforts on their project. The faculty members that are experts in the tools being applied and the application areas being investigated will be asked to provide feedback on these commentaries and reports. Students will also be able to read and access the WIKIs of the other students completing the project in that semester or in previous semesters.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques

Responsible Person/Group: MSOM Coordinator - Mittenthal

OM - Mid-semester Guidance
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to improve, refine, or adjust the problem definition of their project as the result of their increased understanding of the project and its goals; (b) to identify any and all assumptions that have been revealed from their work completed up to the mid-semester point; (c) to specify the analytical tools that have been used so far and to identify any additional tools that may be employed in the remainder of the semester; and (d) to describe any insights gained so far in to the project and its goals, and to forecast the results that might be developed in the remainder of the semester.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques

Responsible Person/Group: MSOM Coordinator - Mittenthal Other OM faculty as needed
Mission / Purpose
The mission of the ISM Department is to maintain high quality undergraduate, masters and doctoral programs that prepare students for successful careers. Consistent with the mission of the Culverhouse College of Commerce and Business Administration, we will achieve our goals by creating and disseminating business research that impacts the practice of business.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: OM Discipline Knowledge of Tools/Techniques
Selection of appropriate tools and techniques to achieve a desired operations or process improvement.

Related Document
Op Management MS Curriculum Maps

M 1: OM - Written report in OM 596
Performance on the written report submitted as part of OM 596 – Capstone Project.
Source of Evidence: Written assignment(s), usually scored by a rubric

Target:
At least 90% of students over the last two years meet or exceed expectations and at least 70% exceed expectations.

Finding (2012-2013) - Target: Partially Met
For the two year observation period from September 2011 through August 2013, 94% of students met or exceeded expectations for this measure while 53% (less than the target of 70%) of students exceeded expectations.

Count: 17
No. That Exceed Expectations 9
No. That Meet Expectations 7
No. That Fail to Meet Expectations 1

The finding is that the goal of at least 90% of students meeting or exceeding expectations is met, while the goal of at least 70% of students exceeding expectations is not met.

Please note that only 3 of the 17 students experienced the changes that were put into place this past year.

Related Action Plans (by Established cycle, then alpha):

OM - Add Second Target Value
Established in Cycle: 2011-2012
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

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M 2: OM - Oral report in OM 596
Performance on the oral report submitted as part of OM 596 – Capstone Project
Source of Evidence: Academic direct measure of learning - other

Target:
At least 90% of students meet or exceed expectations and at least 70% exceed expectations.

Finding (2012-2013) - Target: Partially Met
For the two year observation period from September 2011 through August 2013, 94% of students met or exceeded expectations for this measure while 59% (less than the target of 70%) of students exceeded
expectations.

Count: 17

No. That Exceed Expectations 10
No. That Meet Expectations 6
No. That Fail to Meet Expectations 1

The finding is that the goal of at least 90% of students meeting or exceeding expectations is met, while the goal of at least 70% of students exceeding expectations is not met.

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Target:
At least 90% of students meet or exceed expectations and at least 50% exceed expectations.

Finding (2012-2013) - Target: Partially Met
For the two year observation period from September 2011 through August 2013, 94% of students met or exceeded expectations for this measure while 24% (less than the target of 50%) of students exceeded expectations.

Count: 17

No. That Exceed Expectations 4
No. That Meet Expectations 12
No. That Fail to Meet Expectations 1

The finding is that the goal of at least 90% of students meeting or exceeding expectations is met, while the goal of at least 50% of students exceeding expectations is not met.

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Source of Evidence: Written assignment(s), usually scored by a rubric  
**Target:**  
At least 90% of students meet or exceed expectations and at least 50% exceed expectations.  
**Finding (2012-2013) - Target: Partially Met**  
For the two year observation period from September 2011 through August 2013, 94% of students met or exceeded expectations for this measure while 35% (less than the target of 50%) of students exceeded expectations.  
Count: 17  
No. That Exceed Expectations 6  
No. That Meet Expectations 10  
No. That Fail to Meet Expectations 1  
The finding is that the goal of at least 90% of students meeting or exceeding expectations is met, while the goal of at least 50% of students exceeding expectations is not met.  
Please note that only 3 of the 17 students experienced the changes that were put into place this past year.  
**Related Action Plans (by Established cycle, then alpha):**
For full information, see the *Details of Action Plans* section of this report.

**OM - Add Second Target Value**  
_Established in Cycle:_ 2011-2012
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

**OM - Enhance Problem Solving Skills**  
_Established in Cycle:_ 2011-2012
Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

**OM - Implement WIKI Site**  
_Established in Cycle:_ 2011-2012
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

**OM - Mid-semester Guidance**  
_Established in Cycle:_ 2011-2012
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

**M 2: OM - Oral report in OM 596**
Performance on the oral report submitted as part of OM 596 – Capstone Project  
_Source of Evidence: Academic direct measure of learning - other_

**Target:** At least 90% of students meet or exceed expectations and at least 50% exceed expectations.

**Finding (2012-2013) - Target: Met**
For the two year observation period from September 2011 through August 2013, 100% of students met or exceeded expectations for this measure while 53% of students exceeded expectations.

Count: 17

No. That Exceed Expectations 9
No. That Meet Expectations 8
No. That Fail to Meet Expectations 0

The finding is that the goal of at least 90% of students meeting or exceeding expectations is met and the goal of at least 50% of students exceeding expectations is met.

Please note that only 3 of the 17 students experienced the changes that were put into place this past year.

**Finding (2012-2013) - Target: Met**
For the two year observation period from September 2011 through August 2013, 100% of students met or exceeded expectations for this measure while 53% of students exceeded expectations.

Count: 17

No. That Exceed Expectations 9
No. That Meet Expectations 8
No. That Fail to Meet Expectations 0

The finding is that the goal of at least 90% of students meeting or exceeding expectations is met and the goal of at least 50% of students exceeding expectations is met.

Please note that only 3 of the 17 students experienced the changes that were put into place this past year.

**Related Action Plans (by Established cycle, then alpha):**
For full information, see the *Details of Action Plans* section of this report.

**OM - Add Second Target Value**  
_Established in Cycle:_ 2011-2012
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

**OM - Enhance Problem Solving Skills**  
_Established in Cycle:_ 2011-2012
Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

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_Established in Cycle:_ 2011-2012
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

**OM - Mid-semester Guidance**  
_Established in Cycle:_ 2011-2012
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...
SLO 4: OM Problem or Process Improvement
Recognition, identification, and definition of an operational problem or process improvement

Related Measures

M 1: OM - Written report in OM 596
Performance on the written report submitted as part of OM 596 – Capstone Project.
Source of Evidence: Written assignment(s), usually scored by a rubric

**Target:**
Given that the MSOM coordinator works with the students during the proposal approval process, we would like to see at least 80% exceed expectations for this measure.

**Finding (2012-2013) - Target: Met**
For the two year observation period from September 2011 through August 2013, 82% of students exceeded expectations for this measure.

Count: 17
No. That Exceed Expectations 14
No. That Meet Expectations 3
No. That Fail to Meet Expectations 0

The finding is that the goal of at least 80% of students exceeding expectations is met.

Please note that only 3 of the 17 students experienced the changes that were put into place this past year.

**Related Action Plans (by Established cycle, then alpha):**
For full information, see the Details of Action Plans section of this report.

- **OM - Implement WIKI Site**
  *Established in Cycle: 2011-2012*
  Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

- **OM - Mid-semester Guidance**
  *Established in Cycle: 2011-2012*
  New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

M 2: OM - Oral report in OM 596
Performance on the oral report submitted as part of OM 596 – Capstone Project

Source of Evidence: Academic direct measure of learning - other

**Target:**
Given that the MSOM coordinator works with the students during the proposal approval process, we would like to see at least 80% exceed expectations for this measure.

**Finding (2012-2013) - Target: Not Met**
For the two year observation period from September 2011 through August 2013, 65% of students exceeded expectations for this measure.

Count: 17
No. That Exceed Expectations 11
No. That Meet Expectations 6
No. That Fail to Meet Expectations 0

The finding is that the goal of at least 80% of students exceeding expectations is not met.

Please note that only 3 of the 17 students experienced the changes that were put into place this past year.

**Related Action Plans (by Established cycle, then alpha):**
For full information, see the Details of Action Plans section of this report.

- **OM - Implement WIKI Site**
  *Established in Cycle: 2011-2012*
  Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

- **OM - Mid-semester Guidance**
  *Established in Cycle: 2011-2012*
  New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

SLO 5: EI/MIS Discipline Knowledge
Students recognize and formulate enterprise integration (that is, data, process, and analytics) problems for business areas targeted for improvement.

Related Measures
M 15: EI/MIS - MIS520/540 Discipline Knowledge
Students should demonstrate discipline knowledge of concepts such as data, process, and activity modeling. Faculty members will assess how well students are able to demonstrate mastery of these concepts on individual course assignments in MIS 520 and MIS 540.

Source of Evidence: Project, either individual or group

Target:
At least 20% of students should demonstrate good or excellent (4/5 or 5/5) understanding of these concepts, and at least 80% demonstrate an acceptable (3/5) or better understanding of these concepts.

M 16: EI/MIS - MIS 535 Statement of Work
The Project Statement of Work is developed by the graduate student project manager for their course requirements in MIS 535. The document will be evaluated by the MIS faculty to assess how well the student demonstrates mastery of MIS discipline knowledge.

Source of Evidence: Project, either individual or group

Target:
At least 50% of the students demonstrate good or excellent (4/5 or 5/5) understanding of these concepts, and at least 80% demonstrate an acceptable (3/5) or better understanding.

SLO 6: EI/MIS Skills and Abilities
Students are able to organize and present on a technical subject matter.

Related Measures

M 17: EI/MIS - MIS 514 Presentations
Multiple MIS faculty will assess individual student presentations in the MIS 514 Information Technology Bootcamp course.

Source of Evidence: Presentation, either individual or group

Target:
At least 30% of students demonstrate a good (4/5) or better ability to organize and present on a technical subject matter, and at least 85% demonstrate an acceptable (3/5) or better ability.

M 18: EI/MIS - MIS 598 Papers
The MIS faculty will assess the written communication of students based on their white paper assignments for the MIS 598 course.

Source of Evidence: Written assignment(s), usually scored by a rubric

Target:
A least 60% of the students demonstrate a good (4/5) or better ability to write about technical subject matter, and at least 95% demonstrate an acceptable (3/5) or better ability to write about technical subject matter.

SLO 7: EI/MIS Tools & Techniques
Students are able to select and apply the appropriate tools and techniques to achieve desired improvements.

Related Measures

M 19: EI/MIS - MIS 520 Oral Exam
The MIS faculty will conduct oral exams of the students in MIS 520 to assess their understanding of the tools and techniques employed in the solution blueprint for their project.

Source of Evidence: Project, either individual or group

Target:
At least 20% of the students demonstrate a good (4/5) or better ability to select and apply the appropriate tools and techniques, and at least 80% demonstrate an acceptable (3/5) or better ability.

M 20: EI/MIS - MIS 530 Oral Exam
The MIS faculty will conduct oral exams of the students in MIS 530 to assess their understanding of the tools and techniques employed in the solution blueprint for their project.

Source of Evidence: Project, either individual or group

Target:
At least 50% of students demonstrate a good (4/5) or better ability to select and apply the appropriate tools and techniques, and at least 95% demonstrate an acceptable (3/5) or better ability.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 8: Recognized quality
The program will improve and sustain a high level of recognized quality

Connected Document
Op Management MS Curriculum Maps

Related Measures

M 9: The program's minimum TOEFL
The program's minimum TOEFL, or equivalent test result, score for all admitted international students in an academic year

Source of Evidence: Academic indirect indicator of learning - other

M 10: Average standardized entrance exam score (GMAT or GRE) across all admitted students in an academic year
Average standardized entrance exam score (GMAT or GRE) across all admitted students in an academic year

Source of Evidence: Academic indirect indicator of learning - other
OthOtcm 9: Optimal level
The program will build and sustain an optimal level of annual program enrollments and degree completion

Connected Document
Opt Management MS Curriculum Maps

Related Measures

M 11: Number of students admitted
Number of students admitted to the program per year, averaged over a three-year period
Source of Evidence: Academic direct measure of learning - other

M 12: Number of students graduating
Number of students graduating from the program per year, averaged over a three-year period
Source of Evidence: Academic indirect indicator of learning - other

Target: N/A
Finding (2012-2013) - Target: Met
Operations Management
Degrees by Level and Year

<table>
<thead>
<tr>
<th>Year</th>
<th>UG Total</th>
<th>Bachelor 1</th>
<th>Bachelor 2</th>
<th>Masters</th>
<th>First Prof. Educ Spec.</th>
<th>Doctoral</th>
<th>Total</th>
<th>Less Bachelor 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-08</td>
<td>44</td>
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<td>2009-10</td>
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<tr>
<td>2010-11</td>
<td>53</td>
<td>53</td>
<td>53</td>
<td>53</td>
<td>53</td>
<td>44</td>
<td>33</td>
<td>20</td>
</tr>
<tr>
<td>2011-12</td>
<td>48</td>
<td>48</td>
<td>48</td>
<td>48</td>
<td>48</td>
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<td>2012-13</td>
<td>56</td>
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<td>56</td>
<td>56</td>
<td>56</td>
<td>44</td>
<td>33</td>
<td>20</td>
</tr>
</tbody>
</table>

OthOtcm 10: Program Value
The program will be highly valued by its program graduates and other key constituencies it serves

Connected Document
Opt Management MS Curriculum Maps

Related Measures

M 13: Exit survey results on Question 18
Exit survey results on Question 18 – “As a result of your MSOM experience, how would you rate your ability to enhance an organization's performance? Inadequate, Fair, Good, or Excellent”
Source of Evidence: Academic indirect indicator of learning - other

M 14: Number of distinct firms that recruit MSOM students at UA career fairs
Number of distinct firms that recruit MSOM students at UA career fairs
Source of Evidence: Academic indirect indicator of learning - other

Details of Action Plans for This Cycle (by Established cycle, then alpha)

EI/MIS - New Measure of Discipline Knowledge
In order to more directly measure individual discipline knowledge of concepts such as data, process, and activity modeling, the faculty will develop a rubric and process for evaluating individual discipline knowledge in MIS 520 and MIS 540. This measure will replace the assessment of Problem Statements in the Project Charters in MIS 525

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

EI/MIS - Oral Examination to Assess Solution Blueprints
Because the entire project team prepares the Solution Blueprint for their project, the assessment of the MS student's understanding of the selection and application of appropriate tools and techniques will be assessed through an oral examination of the student. This oral examination assessment will replace the current assessment of the Solution Blueprint document itself. The oral examination will take place during weekly meetings between the MS student and the faculty sponsor for their project. This assessment will occur in both MIS 520 as well as MIS 530.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012
Responsible Person/Group: Faculty project sponsors

EI/MIS - Written Communication in MIS 598
In order to include the assessment of written communication, the assessment of "Individual Presentations in MIS 598" will be changed to assess the written papers submitted in MIS 598.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012
Responsible Person/Group: Faculty teaching MIS 598
EI/MIS Assessment of Project Statement of Work

Because the Project Statement of Work (SOW) is developed individually by the MS, the assessment of Discipline Knowledge in MIS 535 will be based on this Statement of Work rather than the Project Closeout which is developed by the entire project team.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012

EI/MIS Presentations from MIS 514

The assessment of Skills and Abilities through individual presentations will take place in MIS 514 rather than MIS 527. The MIS 514 presentations are more easily evaluated by multiple faculty members because they occur over a short period of time with high faculty participation and standardized evaluation metrics.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Projected Completion Date: 10/2012

OM - Add Second Target Value

In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expectations will be added for SLO1, SLO2, and SLO3.

- SLO1 - M1 and M2: 70% exceed expectations
- SLO2 and SLO3 - M1 and M2: 50% exceed expectations

Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High

OM - Enhance Problem Solving Skills

Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

OM - Implement WIKI Site

Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their proposal and mid-semester reports on this site, and provide a weekly commentary of their efforts on their project. The faculty members that are experts in the tools being applied and the application areas being investigated will be asked to provide feedback on these commentaries and reports. Students will also be able to read and access the WIKIs of the other students completing the project in that semester or in previous semesters.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

OM - Mid-semester Guidance

New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to improve, refine, or adjust the problem definition of their project as the result of their increased understanding of the project and its goals; (b) to identify any and all assumptions that have been revealed from their work completed up to the mid-semester point; (c) to specify the analytical tools that have been used so far and to identify any additional tools that may be employed in the remainder of the semester; and (d) to describe any insights gained so far in to the project and its goals, and to forecast the results that might be developed in the remainder of the semester.
<table>
<thead>
<tr>
<th>Established in Cycle:</th>
<th>2011-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation Status:</td>
<td>In-Progress</td>
</tr>
<tr>
<td>Priority:</td>
<td>High</td>
</tr>
</tbody>
</table>

**Relationships (Measure | Outcome/Objective):**

- **Measure:** OM - Oral report in OM 596 | **Outcome/Objective:** OM Discipline Knowledge of Tools/Techniques
  - OM Problem or Process Improvement | OM Technical Communication | OM Tool Application Skills/Abilities
- **Measure:** OM - Written report in OM 596 | **Outcome/Objective:** OM Discipline Knowledge of Tools/Techniques
  - OM Problem or Process Improvement | OM Technical Communication | OM Tool Application Skills/Abilities

**Responsible Person/Group:** MSOM Coordinator - Mittenthal Other OM faculty as needed
Mission / Purpose
The mission of the ISM Department is to maintain high quality undergraduate, masters and doctoral programs that prepare students for successful careers. Consistent with the mission of the Culverhouse College of Commerce and Business Administration, we will achieve our goals by creating and disseminating business research that impacts the practice of business.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: OM Discipline Knowledge of Tools/Techniques
Selection of appropriate tools and techniques to achieve a desired operations or process improvement.

Connected Document
Op Management MS Curriculum Maps

Related Measures

M 1: OM - Written report in OM 596
Performance on the written report submitted as part of OM 596 – Capstone Project.
Source of Evidence: Written assignment(s), usually scored by a rubric
Target:
We would like to see at least 90% meet or exceed expectations for this measure.
Finding (2011-2012) - Target: Met
93% of students met or exceeded expectations for this measure.

Count: 14

[3] = No. That Fail to Meet Expectations: 1

% That Exceed Expectations: 64%
% That Meet or Exceed Expectations: 93%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

OM - Add Second Target Value
Established in Cycle: 2011-2012
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

OM - Enhance Problem Solving Skills
Established in Cycle: 2011-2012
Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

OM - Implement WIKI Site
Established in Cycle: 2011-2012
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

OM - Mid-semester Guidance
Established in Cycle: 2011-2012
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

M 2: OM - Oral report in OM 596
Performance on the oral report submitted as part of OM 596 – Capstone Project
Source of Evidence: Academic direct measure of learning - other
Target:
We would like to see at least 90% meet or exceed expectations for this measure.
Finding (2011-2012) - Target: Met
93% of students met or exceeded expectations for this measure.

Count: 14
Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

OM - Add Second Target Value
Established in Cycle: 2011-2012
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OM - Mid-semester Guidance
Established in Cycle: 2011-2012
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

SLO 2: OM Tool Application Skills/Abilities
Correct and complete application of tools and techniques to achieve desired improvement

Connected Document
Op Management MS Curriculum Maps

Related Measures

M 1: OM - Written report in OM 596
Performance on the written report submitted as part of OM 596 – Capstone Project.
Source of Evidence: Written assignment(s), usually scored by a rubric

Target:
We would like to see at 90% meet or exceed expectations for this measure.

Finding (2011-2012) - Target: Met
93% of students met or exceeded expectations for each measure of this outcome.

Count: 14
[1] = No. That Exceed Expectations: 3
[3] = No. That Fail to Meet Expectations: 1
% That Exceed Expectations: 21%
% That Meet or Exceed Expectations: 93%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

OM - Add Second Target Value
Established in Cycle: 2011-2012
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

OM - Enhance Problem Solving Skills
Established in Cycle: 2011-2012
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OM - Implement WIKI Site
Established in Cycle: 2011-2012
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

OM - Mid-semester Guidance
Established in Cycle: 2011-2012
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...
M 2: OM - Oral report in OM 596
Performance on the oral report submitted as part of OM 596 – Capstone Project
Source of Evidence: Academic direct measure of learning - other

Target:
We would like to see at least 90% meet or exceed expectations for this measure.

Finding (2011-2012) - Target: Met
93% of students met or exceeded expectations for this measure.

Count: 14

[1] = No. That Exceed Expectations: 3
[3] = No. That Fail to Meet Expectations: 1

% That Exceed Expectations: 21%
% That Meet or Exceed Expectations: 93%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

OM - Add Second Target Value
Established in Cycle: 2011-2012
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

OM - Enhance Problem Solving Skills
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Established in Cycle: 2011-2012
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

OM - Mid-semester Guidance
Established in Cycle: 2011-2012
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

SLO 3: OM Technical Communication
Communication technical subject matter in operations management effectively.

Related Measures

M 1: OM - Written report in OM 596
Performance on the written report submitted as part of OM 596 – Capstone Project.
Source of Evidence: Written assignment(s), usually scored by a rubric

Target:
We would like to see at least 90% meet or exceed expectations for this measure.

Finding (2011-2012) - Target: Met
93% of students met or exceeded expectations for this measure.

Count: 14

[3] = No. That Fail to Meet Expectations: 1

% That Exceed Expectations: 43%
% That Meet or Exceed Expectations: 93%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

OM - Add Second Target Value
Established in Cycle: 2011-2012
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

OM - Enhance Problem Solving Skills
Established in Cycle: 2011-2012
Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended...
problem solving skills.

**OM - Implement Wiki Site**  
*Established in Cycle: 2011-2012*  
Faculty will create and launch a Wiki site for the OM 596 Capstone Project Course. The students will be required to post their...

**OM - Mid-semester Guidance**  
*Established in Cycle: 2011-2012*  
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

**M 2: OM - Oral report in OM 596**  
Performance on the oral report submitted as part of OM 596 – Capstone Project  
Source of Evidence: Academic direct measure of learning - other  
**Target:**  
We would like to see at least 90% meet or exceed expectations for this measure.  
**Finding (2011-2012) - Target: Met**  
100% of students met or exceeded expectations for this measure of this outcome.  
Count: 14  
[1] = No. That Exceed Expectations: 8  
[3] = No. That Fail to Meet Expectations: 0  
% That Exceed Expectations: 57%  
% That Meet or Exceed Expectations: 100%  

**Related Action Plans (by Established cycle, then alpha):**  
For full information, see the Details of Action Plans section of this report.

**OM - Add Second Target Value**  
*Established in Cycle: 2011-2012*  
In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expecta...

**OM - Enhance Problem Solving Skills**  
*Established in Cycle: 2011-2012*  
Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

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*Established in Cycle: 2011-2012*  
Faculty will create and launch a Wiki site for the OM 596 Capstone Project Course. The students will be required to post their...

**OM - Mid-semester Guidance**  
*Established in Cycle: 2011-2012*  
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

**SLO 4: OM Problem or Process Improvement**  
Recognition, identification, and definition of an operational problem or process improvement  
**Connected Document**  
Op Management MS Curriculum Maps  
**Related Measures**  

**M 1: OM - Written report in OM 596**  
Performance on the written report submitted as part of OM 596 – Capstone Project.  
Source of Evidence: Written assignment(s), usually scored by a rubric  
**Target:**  
Given that the MSOM coordinator works with the students during the proposal approval process, we would like to see at least 80% exceed expectations for this measure.  
**Finding (2011-2012) - Target: Not Met**  
79% exceeded expectations for this measure.  
Count: 14  
[1] = No. That Exceed Expectations: 11  
[3] = No. That Fail to Meet Expectations: 0  
% That Exceed Expectations: 79%  
% That Meet or Exceed Expectations: 100%
Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

OM - Implement WIKI Site
Established in Cycle: 2011-2012
Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their...

OM - Mid-semester Guidance
Established in Cycle: 2011-2012
New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to imp...

M 2: OM - Oral report in OM 596
Performance on the oral report submitted as part of OM 596 – Capstone Project
Source of Evidence: Academic direct measure of learning - other
Target:
Given that the MSOM coordinator works with the students during the proposal approval process, we would like to see at least 80% exceed expectations for this measure.

Finding (2011-2012) - Target: Not Met
71% exceeded expectations for this measure.

Count: 14
[1] = No. That Exceed Expectations: 10
[3] = No. That Fail to Meet Expectations: 0
% That Exceed Expectations: 71%
% That Meet or Exceed Expectations: 100%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

EI/MIS - New Measure of Discipline Knowledge
Students recognize and formulate enterprise integration (that is, data, process, and analytics) problems for business areas targeted for improvement.

Related Measures

M 3: EI/MIS - Problem Statements in MIS 525
Problem Statement as reflected in Project Charter in MIS 525.
Source of Evidence: Project, either individual or group
Target:
At least 20% demonstrate a good (4/5) or excellent (5/5) understanding of the enterprise integration problem.

Finding (2011-2012) - Target: Partially Met
16% (3 of 19) demonstrated good or excellent understanding of the enterprise integration problem. Failed to meet program expectations.

79% (15 of 19) demonstrated acceptable or better understanding of the enterprise integration problem. Met program expectations.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

EI/MIS - New Measure of Discipline Knowledge
Established in Cycle: 2011-2012
In order to more directly measure individual discipline knowledge of concepts such as data, process, and activity modeling, the ...

M 4: EI/MIS - Problem Statements in MIS 535
Problem statement as reflected in Project Closeout in MIS 535.
Source of Evidence: Project, either individual or group
Target:
At least 50% demonstrate a good (4/5) or excellent (5/5) understanding of the enterprise integration problem.
At least 95% demonstrate an acceptable (3/5) or better understanding of the enterprise integration problem.

Finding (2011-2012) - Target: Met
65% (13 of 20) demonstrated a good or excellent understanding of the enterprise integration problem. Exceeds program expectations.

95% (19 of 20) demonstrated an acceptable or better understanding of the enterprise integration problem. Meets program expectations.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

EI/MIS Assessment of Project Statement of Work
Established in Cycle: 2011-2012
Because the Project Statement of Work (SOW) is developed individually by the MS, the assessment of Discipline Knowledge in MIS...

SLO 6: EI/MIS Skills and Abilities
Students are able to organize and present on a technical subject matter.

Related Measures

M 5: EI/MIS - Individual presentation in MIS 527
Individual presentation in MIS 527.

Source of Evidence: Presentation, either individual or group

Target:
At least 30% demonstrate a good (4/5) or excellent (5/5) ability to organize and present on a technical subject matter.

At least 85% demonstrate an acceptable or better ability to organize and present on a technical subject matter.

Finding (2011-2012) - Target: Not Met
21% (4 of 19) demonstrated a good or excellent ability to organize and present on a technical subject matter. Fails to meet program expectations.

74% (14 of 19) demonstrated an acceptable or better ability to organize or present on a technical subject matter. Fails to meet program expectations.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

EI/MIS Presentations from MIS 514
Established in Cycle: 2011-2012
The assessment of Skills and Abilities through individual presentations will take place in MIS 514 rather than MIS 527. The M...

M 6: EI/MIS - Individual presentation in MIS 598
Individual presentation in MIS 598.

Source of Evidence: Presentation, either individual or group

Target:
At least 60% demonstrate a good (4/5) or excellent (5/5) ability to organize and present on a technical subject matter.

At least 95% demonstrate an acceptable or better ability to organize and present on a technical subject matter.

Finding (2011-2012) - Target: Met
73% (8 of 11) demonstrated a good or excellent ability to organize and present on a technical subject matter. Exceeds program expectations.

100% (11 of 11) demonstrated an acceptable or better ability to organize and present on a technical subject matter. Exceeds program expectations.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

EI/MIS - Written Communication in MIS 598
Established in Cycle: 2011-2012
In order to include the assessment of written communication, the assessment of "Individual Presentations in MIS 598" will be c...

SLO 7: EI/MIS Improvement Outcome
Students are able to select and apply the appropriate tools and techniques to achieve desired improvements.

Related Measures

M 7: EI/MIS - Solution Blueprint in MIS 520
Solution blueprint as reflected in Requirements Specification in MIS 520.
Source of Evidence: Portfolio, showing skill development or best work

**Target:**

At least 20% demonstrate a good (4/5) or excellent (5/5) ability to select and apply the appropriate tools and techniques.

At least 80% demonstrate an acceptable (3/5) or better ability to select and apply the appropriate tools and techniques.

**Finding (2011-2012) - Target: Met**

32% (6 of 19) demonstrated a good or excellent ability to select and apply the appropriate tools and techniques. Exceeds program expectations.

89% (17 of 19) demonstrated an acceptable or better ability to select and apply the appropriate tools and techniques. Exceeds program expectations.

**Related Action Plans (by Established cycle, then alpha):**

For full information, see the Details of Action Plans section of this report.

**EI/MIS - Oral Examination to Assess Solution Blueprints**

Established in Cycle: 2011-2012

Because the entire project team prepares the Solution Blueprint for their project, the assessment of the MS student's understanding...

**M 8: EI/MIS - Solution Blueprint in MIS530**

Solution blueprint as reflected in Requirements Specification in MIS 530.

Source of Evidence: Portfolio, showing skill development or best work

**Target:**

At least 50% demonstrate a good (4/5) or excellent (5/5) ability to select and apply the appropriate tools and techniques.

At least 95% demonstrate an acceptable (3/5) or better ability to select and apply the appropriate tools and techniques.

**Finding (2011-2012) - Target: Partially Met**

50% (10 of 20) demonstrated a good or excellent ability to select and apply the appropriate tools and techniques. Meets program expectations.

90% (18 of 20) demonstrated an acceptable or better ability to select and apply the appropriate tools and techniques. Fails to meet program expectations.

**Related Action Plans (by Established cycle, then alpha):**

For full information, see the Details of Action Plans section of this report.

**EI/MIS - Oral Examination to Assess Solution Blueprints**

Established in Cycle: 2011-2012

Because the entire project team prepares the Solution Blueprint for their project, the assessment of the MS student's understanding...

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**OthOtm 8: Recognized quality**

The program will improve and sustain a high level of recognized quality

**Connected Document**

Op Management MS Curriculum Maps

**Related Measures**

**M 9: The program's minimum TOEFL**

The program's minimum TOEFL, or equivalent test result, score for all admitted international students in an academic year

Source of Evidence: Academic indirect indicator of learning - other

**M 10: Average standardized entrance exam score (GMAT or GRE) across all admitted students in an academic year**

Average standardized entrance exam score (GMAT or GRE) across all admitted students in an academic year

Source of Evidence: Academic indirect indicator of learning - other

**OthOtm 9: Optimal level**

The program will build and sustain an optimal level of annual program enrollments and degree completion

**Connected Document**

Op Management MS Curriculum Maps

**Related Measures**

**M 11: Number of students admitted**

Number of students admitted to the program per year, averaged over a three-year period

Source of Evidence: Academic direct measure of learning - other

**M 12: Number of students graduating**

Number of students graduating from the program per year, averaged over a three-year period
OthOtcm 10: Program Value
The program will be highly valued by its program graduates and other key constituencies it serves

Connected Document
Op Management MS Curriculum Maps

Related Measures

M 13: Exit survey results on Question 18
Exit survey results on Question 18 – “As a result of your MSOM experience, how would you rate your ability to enhance an organization's performance? Inadequate, Fair, Good, or Excellent”
Source of Evidence: Academic indirect indicator of learning - other

M 14: Number of distinct firms that recruit MSOM students at UA career fairs
Number of distinct firms that recruit MSOM students at UA career fairs
Source of Evidence: Academic indirect indicator of learning - other

Details of Action Plans for This Cycle (by Established cycle, then alpha)

EI/MIS - New Measure of Discipline Knowledge
In order to more directly measure individual discipline knowledge of concepts such as data, process, and activity modeling, the faculty will develop a rubric and process for evaluating individual discipline knowledge in MIS 520 and MIS 540. This measure will replace the assessment of Problem Statements in the Project Charters in MIS 525
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: EI/MIS - Problem Statements in MIS 525 | Outcome/Objective: EI/MIS Discipline Knowledge

EI/MIS - Oral Examination to Assess Solution Blueprints
Because the entire project team prepares the Solution Blueprint for their project, the assessment of the MS student’s understanding of the selection and application of appropriate tools and techniques will be assessed through an oral examination of the student. This oral examination assessment will replace the current assessment of the Solution Blueprint document itself. The oral examination will take place during weekly meetings between the MS student and the faculty sponsor for their project. This assessment will occur in both MIS 520 as well as MIS 530.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: EI/MIS - Solution Blueprint in MIS 520 | Outcome/Objective: EI/MIS Improvement Outcome
Measure: EI/MIS - Solution Blueprint in MIS 530 | Outcome/Objective: EI/MIS Improvement Outcome
Projected Completion Date: 10/2012
Responsible Person/Group: Faculty project sponsors

EI/MIS - Written Communication in MIS 598
In order to include the assessment of written communication, the assessment of “Individual Presentations in MIS 598” will be changed to assess the written papers submitted in MIS 598.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: EI/MIS - Individual presentation in MIS 598 | Outcome/Objective: EI/MIS Skills and Abilities
Projected Completion Date: 10/2012
Responsible Person/Group: Faculty teaching MIS 598

EI/MIS Assessment of Project Statement of Work
Because the Project Statement of Work (SOW) is developed individually by the MS, the assessment of Discipline Knowledge in MIS 535 will be based on this Statement of Work rather than the Project Closeout which is developed by the entire project team.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: EI/MIS - Problem Statements in MIS 535 | Outcome/Objective: EI/MIS Discipline Knowledge
Projected Completion Date: 10/2012

EI/MIS Presentations from MIS 514
The assessment of Skills and Abilities through individual presentations will take place in MIS 514 rather than MIS 527. The MIS 514 presentations are more easily evaluated by multiple faculty members because they occur over a short period of time with high faculty participation and standardized evaluation metrics.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: EI/MIS - Individual presentation in MIS 527 | Outcome/Objective: EI/MIS Skills and Abilities

Projected Completion Date: 10/2012

**OM - Add Second Target Value**

In addition to the current target values for meeting or exceeding expectations, an additional target value for exceeding expectations will be added for SLO1, SLO2, and SLO3.

- SLO 2 and SLO3 - M1 and M2: 50% exceed expectations
- SLO1 - M1 and M2: 70% exceed expectations

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities
- Measure: OM - Written report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities

**OM - Enhance Problem Solving Skills**

Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities
- Measure: OM - Written report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities

**OM - Enhance Problem Solving Skills**

Faculty will enhance OM 522, OM 523, and OM 540 with the use of cases to develop better open-ended problem solving skills.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities
- Measure: OM - Written report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities

**OM - Implement WIKI Site**

Faculty will create and launch a WIKI site for the OM 596 Capstone Project Course. The students will be required to post their proposal and mid-semester reports on this site, and provide a weekly commentary of their efforts on their project. The faculty members that are experts in the tools being applied and the application areas being investigated will be asked to provide feedback on these commentaries and reports. Students will also be able to read and access the WIKIs of the other students completing the project in that semester or in previous semesters.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities
- Measure: OM - Written report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities

**OM - Mid-semester Guidance**

New guidelines for the mid-semester report required as part of OM 596 will be developed. Students will be required (a) to improve, refine, or adjust the problem definition of their project as the result of their increased understanding of the project and its goals; (b) to identify any and all assumptions that have been revealed from their work completed up to the mid-semester point; (c) to specify the analytical tools that have been used so far and to identify any additional tools that may be employed in the remainder of the semester; and (d) to describe any insights gained so far in to the project and its goals, and to forecast the results that might be developed in the remainder of the semester.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: OM - Oral report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities
- Measure: OM - Written report in OM 596 | Outcome/Objective: OM Discipline Knowledge of Tools/Techniques
- OM Technical Communication | OM Tool Application Skills/Abilities

**Responsible Person/Group:**
- Instructors of OM 522, OM 523 and OM 540: Mittenthal, Keskin, Melouk
- MSOM Coordinator - Mittenthal
- Other OM faculty as needed