For Academic Programs

Informed by your assessment activities related to student learning, what changes have you made in your degree program in the last three to five years? Describe the changes (e.g., curriculum revision, new courses, faculty development), the general results that prompted the changes (e.g., student performance on an assessment measure), and any impact on student learning that you might attribute to these changes.

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.

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

SLO 1: OM Tools/Techniques Knowledge
Selection of appropriate tools and techniques to achieve desired improvement

**Related Measures**

**M 1: 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 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.

**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...

**Enhance Problem Solving**

**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.

**Implement WIKI**

**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...

**Mid-semester Guidance**

**Established in Cycle:** 2011-2012
Faculty will modify the guidelines for the mid-semester report required as part of OM 596. Students will be required (a) to im...

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

**Enhance Problem Solving**  
*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.

**Implement WIKI**  
*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...

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

**SLO 2: OM Tools/Techniques Skills/Abilities**  
Correct and complete application of tools and techniques to achieve desired improvement.

**Related Measures**

**M 1: 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 meet or exceed expectations and at least 50% exceed expectations.

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

**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 expectations.

**Enhance Problem Solving**  
*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.

**Implement WIKI**  
*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...

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

**M 2: Oral report in OM 596**  
Performance on the oral report submitted as part of OM 596 - Capstone Project.  
Source of Evidence: Presentation, either individual or group

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

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

**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 expectations.

**Enhance Problem Solving**  
*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.

**Implement WIKI**  
*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...

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

**SLO 3: OM Technical Communication**  
An improvement derived from their 2010-11 assessment findings. OM students should be able to present technical
subject matter about operations management.

**Related Measures**

**M 1: 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 meet or exceed expectations and at least 50% exceed expectations.

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

**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...

**Enhance Problem Solving**
*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.

**Implement WIKI**
*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...

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

**M 2: Oral report in OM 596**

Performance on the oral report submitted as part of OM 596 - Capstone Project.

Source of Evidence: Presentation, either individual or group

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

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

**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...

**Enhance Problem Solving**
*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.

**Implement WIKI**
*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...

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

**SLO 4: Operational Problem or Process Improvement**
*(Optional) Recognition, identification, and definition of an operational problem or process improvement.*

**Related Measures**

**M 1: 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.

**M 2: Oral report in OM 596**

Performance on the oral report submitted as part of OM 596 - Capstone Project.

Source of Evidence: Presentation, either individual or group

**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.

**Details of Action Plans for This Cycle (by Established cycle, then alpha)**
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):
Measure: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Enhance Problem Solving
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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Responsible Person/Group: Faculty instructors in OM 522, OM 523, and OM 540

Implement WIKI
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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Responsible Person/Group: MSOM Program Coordinator - Mittenthal

Mid-semester Guidance
Faculty will modify the guidelines for the mid-semester report required as part of OM 596. 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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
| OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Responsible Person/Group: MSOM Coordinator - Mittenthal Other OM faculty as needed
SLO 1: OM Tools/Techniques Knowledge
Selection of appropriate tools and techniques to achieve desired improvement

Related Measures

M 1: 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 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, 92% of students met or exceeded expectations for this measure while 38% (less than the target of 70%) of students exceeded expectations.

Count: 13
No. That Exceed Expectations 5
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 none of these 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.

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...

Enhance Problem Solving
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.

Implement WIKI
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...

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

M 2: Oral report in OM 596
Performance on the oral report submitted as part of OM 596 - Capstone Project.
Source of Evidence: Presentation, either individual or group

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, 92% of students met or exceeded expectations for this measure while 46% (less than the target of 70%) of students exceeded expectations.

Count: 13
No. That Exceed Expectations 6
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.

Please note that none of these 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.

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...

Enhance Problem Solving
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.

Implement WIKI
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...

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

SLO 2: OM Tools/Techniques Skills/Abilities
Correct and complete application of tools and techniques to achieve desired improvement.

Related Measures

M 1: 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 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, 92% of students met or exceeded expectations for this measure while 69% of students exceeded expectations.

Count: 13
No. That Exceed Expectations 9
No. That Meet Expectations 3
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 and the goal of at least 50% of students exceeding expectations is met.

Please note that none of these 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.

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...

Enhance Problem Solving
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.

Implement WIKI
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...

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

M 2: Oral report in OM 596
Performance on the oral report submitted as part of OM 596 - Capstone Project.
Source of Evidence: Presentation, either individual or group
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, 100% of students met or
exceeded expectations for this measure while 46% (less than the target of 50%) of students exceeded expectations.

Count: 13

No. That Exceed Expectations 6

No. That Meet Expectations 7

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, while the goal of at least 50% of students exceeding expectations is not met.

Please note that none of these 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.

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

M 2: Oral report in OM 596  
Performance on the oral report submitted as part of OM 596 - Capstone Project.  
Source of Evidence: Presentation, either individual or group  
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, 100% of students met or exceeded expectations for this measure while 38% (less than the target of 50%) of students exceeded expectations.  
  Count: 13  
  No. That Exceed Expectations 5  
  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, while the goal of at least 50% of students exceeding expectations is not met.  
Please note that none of these 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.  
  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...

Enhance Problem Solving  
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.  
Implement WIKI  
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...

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

SLO 4: Operational Problem or Process Improvement  
(Optional) Recognition, identification, and definition of an operational problem or process improvement.  
  Related Measures  
M 1: 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: Not Met  
For the two year observation period from September 2011 through August 2013, 92% of students met or exceeded expectations for this measure while 62% (less than the target of 80%) of students exceeded expectations.  
  Count: 13  
  No. That Exceed Expectations 8  
  No. That Meet Expectations 4  
  No. That Fail to Meet Expectations 1  
The finding is that the goal of at least 80% of students exceeding expectations is not met.  
Please note that none of these students experienced the changes that were put into place this past year.  
M 2: Oral report in OM 596  
Performance on the oral report submitted as part of OM 596 - Capstone Project.  
Source of Evidence: Presentation, either individual or group
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, 100% of students met or exceeded expectations for this measure while 54% (less than the target of 80%) of students exceeded expectations.

Count: 13
No. That Exceed Expectations 7
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 none of these students experienced the changes that were put into place this past year.

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

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):
- Measure: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
- Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Enhance Problem Solving
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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
- Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Responsible Person/Group: Faculty instructors in OM 522, OM 523, and OM 540

Implement WIKI
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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
- Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Responsible Person/Group: MSOM Program Coordinator - Mittenthal

Mid-semester Guidance
Faculty will modify the guidelines for the mid-semester report required as part of OM 596. 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
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<tr>
<th>Relationships (Measure</th>
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**Responsible Person/Group:** MSOM Coordinator - Mittenthal Other OM faculty as needed
Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: OM Tools/Techniques Knowledge
Selection of appropriate tools and techniques to achieve desired improvement

Related Measures

M 1: 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% exceed expectations for this measure.

Finding (2011-2012) - Target: Not Met
80% of the students met or exceeded expectations for this measure. This percentage is slightly lower than for the MSOM students on campus. However, it is based on an unusually low sample size.

Count: 5
[1] = No. That Exceed Expectations: 4
[2] = No. That Meet Expectations: 0
[3] = No. That Fail to Meet Expectations: 1
% That Exceed Expectations: 80%
% That Meet or Exceed Expectations: 80%

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

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 expectations...

Enhance Problem Solving
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.

Implement WIKI
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...

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

M 2: Oral report in OM 596
Performance on the oral report submitted as part of OM 596 - Capstone Project.
Source of Evidence: Presentation, either individual or group

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

Finding (2011-2012) - Target: Not Met
80% of students met or exceeded expectations for this measure. This result is slightly lower compared with the MSOM students on campus.

Count: 5
[1] = No. That Exceed Expectations: 4
[2] = No. That Meet Expectations: 0
[3] = No. That Fail to Meet Expectations: 1
That Exceed Expectations: 80%
That Meet or Exceed Expectations: 80%

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

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...

Enhance Problem Solving
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.

Implement WIKI
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...

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

SLO 2: OM Tools/Techniques Skills/Abilities
Correct and complete application of tools and techniques to achieve desired improvement.

Related Measures

M 1: 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
100% of students met or exceeded expectations for this measure. This result is higher than for the MSOM students in the on campus program.

Count: 5
[1] = No. That Exceed Expectations 3
[3] = No. That Fail to Meet Expectations 0
% That Exceed Expectations 60%
% 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.

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...

Enhance Problem Solving
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.

Implement WIKI
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...

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

M 2: Oral report in OM 596
Performance on the oral report submitted as part of OM 596 - Capstone Project.
Source of Evidence: Presentation, either individual or group

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

Finding (2011-2012) - Target: Met
100% of students met or exceeded expectations for this measure. This result is slightly higher than for the MSOM students on campus.

Count: 5

[1] = No. That Exceed Expectations: 3
[3] = No. That Fail to Meet Expectations: 0

% That Exceed Expectations: 60%
% 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.

**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...

**Enhance Problem Solving**
*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.

**Implement WIKI**
*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...

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

**SLO 3: OM Technical Communication**
An improvement derived from their 2010-11 assessment findings. OM students should be able to present technical subject matter about operations management.

**Related Measures**

**M 1: 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**
100% of students met or exceeded expectations for this measure. This finding is slightly higher than the result for the MSOM students on campus.

Count: 5

[1] = No. That Exceed Expectations: 1
[3] = No. That Fail to Meet Expectations: 0

% That Exceed Expectations: 20%
% 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.

**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...

**Enhance Problem Solving**
*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.

**Implement WIKI**
*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...
**Mid-semester Guidance**
*Established in Cycle: 2011-2012*
Faculty will modify the guidelines for the mid-semester report required as part of OM 596. Students will be required (a) to im...

**M 2: Oral report in OM 596**
Performance on the oral report submitted as part of OM 596 - Capstone Project.
Source of Evidence: Presentation, either individual or group

**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. This finding is the same as for the MSOM students on campus.

**Count:** 5

- [1] = No. That Exceed Expectations: 3
- [3] = No. That Fail to Meet Expectations: 0

% That Exceed Expectations: 60%
% 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.

**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...

**Enhance Problem Solving**
*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.

**Implement WIKI**
*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...

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

**SLO 4: Operational Problem or Process Improvement**
(Optional) Recognition, identification, and definition of an operational problem or process improvement.

**Related Measures**

**M 1: 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**
All students met or exceeded expectations for this measure. This finding is slightly lower compared with the MSOM students on campus.

**Count:** 5

- [1] = No. That Exceed Expectations: 3
- [3] = No. That Fail to Meet Expectations: 0

% That Exceed Expectations: 60%
% That Meet or Exceed Expectations: 100%

**M 2: Oral report in OM 596**
Performance on the oral report submitted as part of OM 596 - Capstone Project.
Source of Evidence: Presentation, either individual or group

**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: Met
80% of the students exceeded expectations for the measure of this outcome. This result is slightly better than for the MSOM students on campus.

Count: 5
[1] = No. That Exceed Expectations: 4
[2] = No That Meet Expectations: 1
[3] = No. That Fail to Meet Expectations: 0
% That Exceed Expectations: 80%
% That Meet or Exceed Expectations: 100%

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

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: Planned
Priority: High

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

Enhance Problem Solving
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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
- Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Responsible Person/Group: Faculty instructors in OM 522, OM 523, and OM 540

Implement WIKI
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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
- Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities

Responsible Person/Group: MSOM Program Coordinator - Mittenthal

Mid-semester Guidance
Faculty will modify the guidelines for the mid-semester report required as part of OM 596. 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: Oral report in OM 596 | Outcome/Objective: OM Technical Communication
  | OM Tools/Techniques Knowledge | OM Tools/Techniques Skills/Abilities
- Measure: Written report in OM 596 | Outcome/Objective: OM Technical Communication
<table>
<thead>
<tr>
<th>OM Tools/Techniques Knowledge</th>
<th>OM Tools/Techniques Skills/Abilities</th>
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<tr>
<td><strong>Responsible Person/Group:</strong> MSOM Coordinator - Mittenthal Other OM faculty as needed</td>
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