

Annual Academic Assessment Report

Master of Science in Operations Management (MSOM)

Program Learning Outcomes:

1. Apply the skills and techniques required to lead and manage diverse and inclusive, complex global operations involving processes, technology, and people.
2. Create value through strategic, tactical, and operational change that is agile, resilient, and sustainable.
3. Lead and manage diverse, multi-disciplinary, geographically dispersed teams and projects.
4. Identify problems, analyze alternatives, and design solutions considering financial, environmental, and societal impact for the public good.
5. Use quantitative techniques and models to analyze data to support data-driven decision-making.
6. Assess legal, regulatory, professional, and ethical organizational and individual responsibilities.
7. Communicate clearly and concisely, both orally and in writing, to stakeholders and senior decision-makers.

Assessment and Evaluation: AY 2023

The program staff and faculty of the Master of Science in Operations Management faculty evaluated program outcome assessment data at its annual faculty meeting, held July 27-28, 2023. Program directors assess data at least semiannually and as significant feedback is received.

Overall mean GPA was 3.6 for AY 2023. Course objectives are directly mapped to program outcomes, the high GPA indicates a high level of mastering of overall outcomes. Each outcome is also measured by student reports, comprehensive examinations, and faculty feedback.

Students are required to present evidence of achieving each program outcome in their comprehensive exam presentation. 143 of 143 students passed the comprehensive examination. Each outcome was analyzed with the following results:

- **Outcome 1:**
 - 94% of students reported agreed or strongly agreed they mastered outcome 1.

- No students failed outcome 1.
- Program directors conduct exit interviews with all graduates, incorporating feedback and discussing results. No students provided feedback on a lack of achieving outcome 1.
- **Outcome 2:**
 - 95% of students reported agreed or strongly agreed they mastered outcome 2.
 - No students failed outcome 2.
 - Program directors conduct exit interviews with all graduates, incorporating feedback and discussing results. No students provided feedback on a lack of achieving outcome 2.
- **Outcome 3:**
 - 97% of students reported agreed or strongly agreed they mastered outcome 3.
 - No students failed outcome 3.
 - Program directors conduct exit interviews with all graduates, incorporating feedback and discussing results. No students provided feedback on a lack of achieving outcome 3.
- **Outcome 4:**
 - 98% of students reported agreed or strongly agreed they mastered outcome 4.
 - No students failed outcome 4.
 - Program directors conduct exit interviews with all graduates, incorporating feedback and discussing results. No students provided feedback on a lack of achieving outcome 4.
- **Outcome 5:**
 - 94% of students reported agreed or strongly agreed they mastered outcome 5.
 - No students failed outcome 5.
 - Program directors conduct exit interviews with all graduates, incorporating feedback and discussing results. No students provided feedback on a lack of achieving outcome 5.
- **Outcome 6:**
 - 89% of students reported agreed or strongly agreed they mastered outcome 6.
 - No students failed outcome 6.
 - Program directors conduct exit interviews with all graduates, incorporating feedback and discussing results. No students provided feedback on a lack of achieving outcome 6.
- **Outcome 7:**
 - 96% of students reported agreed or strongly agreed they mastered outcome 7.
 - One student failed outcome 7.

- Program directors conduct exit interviews with all graduates, incorporating feedback and discussing results. No students provided feedback on a lack of achieving outcome 7.

Changes to the Degree Program – Planned or Considered

There are no changes to the MSOM degree program planned or considered based on the assessment and evaluation process.

Changes to the Assessment Process – Planned or Completed

The use of student surveys, mean grades, comprehensive examinations, faculty feedback and exit interviews on mapped course outcomes have provided both direct and indirect evidence have been effective assessing student success.

The program conducts a robust course refresh and rebuild process which rebuilt 3 courses this academic year. The process updates course objectives and maps them to program outcomes, providing evidence course alignment with program outcomes. The use of GPA, student reported outcome mastery, and results of comprehensive examinations validate student mastery of program outcomes.