

Annual Academic Assessment Report

Operations Management Certificate

Certificate Learning Outcomes:

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| 1. Develop broad competencies in the 10 operations management decisions. |
| 2. Demonstrate skills to lead operations management projects to provide new or improved operations to deliver products and services. |
| 3. Apply problem-solving using Lean Six Sigma to improve operations management processes. |

Assessment and Evaluation: AY 24-25

A total of 25 students earned the Operations Management Certificate in AY 24-25, most of whom also earned an MSOM or MSEM degree.

For this academic year, as was the case in prior years, certificate-earning students were not specifically assessed on their self-perceived mastery of the three outcomes of the Operations Management Certificate. These three outcomes are closely related to one or more of the seven MSOM or eight MSEM program outcomes. Given the high percentage of MSOM students (88.6% overall) who reported they strongly agree or agree they mastered the seven MSOM outcomes and the MSEM students (90.1% overall) who reported they strongly agree or agree they mastered the eight MSEM outcomes, it is not unreasonable to believe the three outcomes of the Operations Management Certificate were similarly mastered.

Changes to the Certificate Program – Planned or Considered

At this time, no significant changes to the Operations Management Certificate are planned for the upcoming academic year.

Changes to the Assessment Process – Planned or Completed

Similar to the process to assess the MSOM and MSEM programs, respectively, students who earn a Operations Management Certificate in AY 25-26 will be assessed on their mastery of the three (3) outcomes for the Operations Management Certificate, by interviewing each student to determine if the student strongly agrees, agrees, disagrees, or strongly disagrees that they mastered each outcome. The results will be compiled as part of the AY 25-26 academic assessment report.