ASSESSMENT REPORT – 2013/2014

Name _____Dr. Saleem Abuleil_____   **Program / Department** __MIS/MMMIS_____

Directions:

Assessment Instrument & Learning Outcomes:

1. INSY 3270 – Management Info System: This course addresses the need for managers to understand and manage the technology necessary for competitive advantage in an increasingly dynamic business environment. Topics include the identification technological competencies, the evaluation of technology, the design and management of systems technological innovation and the integration of technology into the organization. Case studies will emphasize analysis of current business issues using technology such as spreadsheets and presentation graphics. This course [assessment instrument] accommodates the following learning outcomes: 1, 2, 4, 6, 7, and 8 in the assessment plan

2. INSY 4300 – System Analysis and Design (capstone course): This course focuses on using a systems approach to manage microcomputer-based projects. The emphasis is on planning tools, information gathering techniques, system modeling, project management, and data dictionaries. Students will participate in groups to plan and design a total computer system. This course [assessment instrument] accommodates the following learning outcomes: 1, 2, 3, 4, 5, 6, 7 and 8 in the assessment plan

3. Senior Exit Questionnaire: The purpose of this assessment tool is to determine how students understand our expectations of what they should know upon completion of their degree requirements. It covers different areas such as demographic information, rating general education skills, rating CSU and major, college activities, rating the core courses in Management, Marketing, QBA, Accounting, Finance, and Information Systems. This assessment instrument accommodates all the learning outcomes: 1, 2, 3, 4, 5, 6, 7 and 8 in the assessment plan

4. ETS - Major Field Test: The ETS Major Field Test is a comprehensive undergraduate and MBA outcomes assessments designed to measure the critical knowledge and understanding obtained by students in a major field of study. The Major Field Tests go beyond the measurement of factual knowledge by helping you evaluate students' ability to analyze and solve problems, understand relationships and interpret material from their major field of study. ETS offers comprehensive national comparative data for the Major Field Tests, enabling you to evaluate your students' performance and compare your program's effectiveness to programs at similar institutions nationwide. This assessment instrument accommodates all the learning outcomes: 1, 2, 3, 4, 5, 6, 7 and 8 in the assessment plan

Assessment Instrument & Criteria:

1. INSY 3270: The students are evaluated based on a pre-test and post-test which are designed for the purpose of the assessment. Each learning outcome will be tested by one or more questions, the pre-test contains 15 questions used in the beginning of the semester to expose student's knowledge in each area of the student learning outcomes and a post-test contains the same questions used towered the end of the semester. The criterion that is used to assess this tool as follows: *75% of students their knowledge and understanding of the tested concepts increased by 60% or better.*

2. INSY 4300: The students are evaluated based on a comprehensive group project. The purpose of the group project is to give students an opportunity to apply the concepts covered in class to real life situations.

Project description:

- The project consists of 2-3 students.

- Each group identifies a systems analysis and design project.

- The project has four components: System Planning, System Requirements Modeling, System Data & Process Modeling, and System Design.

- Each group gives a written and an oral report on each component. The reports are listed below:

  ❖ A Preliminary Report: System Planning and System Requirements Modeling

  ❖ An Intermediate Report: System Planning, System Requirements Modeling, and System Data & Process Modeling

  ❖ A Final Report: System Planning, Requirements Modeling, Data & Process Modeling and Design

The project/students are evaluated as follows:

Project part	Learning Outcomes
Team work [10%]	3, 6, 7, 8
Oral presentations [10%]	3
Writing reports [10%]	3, 8
Creative ideas and work (come up with a unique idea for the project to implement and the way it is implemented) [10%]	2, 5, 6, 8
System Planning [20%]	1, 6
System Analysis [20%]	1, 2, 4, 6
System Design [20%]	1, 2, 4, 6

The criterion that is used to assess this tool as follows: *75% of students receiving a minimum of 80% or better*.

3. Senior Exit Questionnaire [updated to accommodate the new assessment plan]**:** All MIS students in the last semester in their program and when they fill out the complete of study form they are asked to answer and complete a survey. The survey covers different areas such as demographic information, rating general education skills, rating CSU and major, college activities, in addition to rating the core

course in Management, Marketing, QBA, Accounting, Finance, and Management Information Systems. See attached document. The criterion that is used to assess this tool as follows: *80% or better of satisfied students in overall course offering in the College of Business and 85% or better of satisfied students in overall course offering in the in the MIS program*

4. ETS Major Field Test offers comprehensive national comparative data for the Major Field Tests, enabling you to evaluate your students' performance and compare your program's effectiveness to programs at similar institutions nationwide. We conduct the test twice every year in fall Semester and spring semester. The test is taken by all COB students. The criterion that is used to assess this tool as follows: *Test Average in Information Systems area is greater than 60%*

<u>Evidence to Support Achievement of Student Learning</u>

INSY3270: The result came as follows: number of students in both fall 2013 and spring 2014 is 25, 65% of students their knowledge increased by at least 60% between pre-test and post-test. See attached worksheet.

INSY4300: The result came as follows: number of students is 13, number of groups above the average [70%] is 4 [10 students], and number of groups below the average is 1 [3 students]. 77% of the students received 80% or better in the project and the class average in all parts is 82.6%, class average in part #1: Team Work is 77.3%, part #2: Oral Presentation is 70.9%, part #3: Writing Reports is 72.0%, part #4: Creativity is 81.3, part #5: System Planning is 84.3%, part #6: System Analysis & Process/Data Modeling is 83.0%, and part #7: System Design is 81.3%. See attached worksheet.

Senior Exit Questionnaire: Number of students is 5 and the results came as follows in the core subjects 86% in MIS, 94% in MGMT, 68% in MKTG, 60% in FIN, and 67% in ACCT. 75% of students are satisfied in overall courses offered in the College of Business and 82% of students are satisfied in overall courses offered in the MIS program. See attached Excel spreadsheet for more information about the Questionnaire results.

ETS Major Field Test: The results came as follows: Fall 2013: number of students (All majors) took the test is 34; mean percent correct in Information systems area is 40. Spring 2014: number of students (All majors) took the test is 34; mean percent correct in Information systems area is 49.

<u>Analysis and Program Change</u>

INSY3270: Dr. Alsamar implemented in INSY3270 class the recommendation made last year base on the assessment findings, to make students to consider the pre-test and the post-test seriously we assign a small portion of the grade for the tests, and that improved the results we received this year.

INSY4300: We changed the textbook for the class, the new book provides real case studies for the students to work on them and that improved the results, still students didn't do well in the following areas [oral presentation and writing reports]. Already the COB started to handle this issue by offering workshops and seminars to improve soft skills in COB students.

Senior Exit Questionnaire: the results show a low rate in Accounting and Finance subjects, student's satisfaction in both subjects were below 70%, we will inform and discuss the results with Accounting and Finance department to improve this area in the future. One of the questions in the survey was "How satisfied are you with the college of Business Experience?" 3 out of 5 are satisfied and 2 out of 5 are very satisfied.

ETS Major Field Test: the results came below the expectations, keep in mind the tests is taken by all COB students not just MIS students, to improve the results we recommend to offer a general course such as INSY1360 in the core courses of the COB to ask all COB to take it to enrich their knowledge in the IT field.

Based on our interpretation of the assessment findings and discussions with faculty we recommend the following in the future:

- Enhance student's knowledge and skills in both oral presentation and writing reports (*already the college stated to look at this important issue and took some steps to improve it such as offering workshops and seminars about soft skills, and to incorporate those skills in the curriculum*)

- Reorganize the courses in MIS program to enhance the hierarchy structure and add new course (Business website development and Mobile Apps Development). *[proposal has been written and approved by college curriculum committee and has been sent to the university curriculum committee approval*]

- To improve the results of the ETS Major Field Test and to educate and enrich the knowledge of COB students in the IT field we recommend offering a general introductory course in IT such as INSY1360 to be required course for all COB students.

Achievement and improvement from last year:

- Upgraded computer labs by installing new machines in both labs BHS507 and BHS508
- Upgrade MS-office from 2007 edition to 2010 edition for all section in INSY1370
- Change the textbook for INSY4300 class, the new book covers the material with online hands-on and actual case studies and practices
- Add new assessment instruments to the assessment plan (EST- Major Field Test)
- Offer tutoring for INSY2840 (Java Programming) class and INSY4470 (Web Development) class
- Offer workshops and seminars to educate students about soft skills
- Computer Lab manger has been hired with two assistants
- Offer workshops and seminars to educate students about soft skills

Assessment as a Departmental Priority

All parties in the college/program [Dean, Assistant Dean, Chair, Advisors, Faculty, and Curriculum Committee] share and discuss the assessments analysis, assessment findings and the recommendations to improve the learning process.

- Advisers use assessments findings and recommendations to advice students what courses to take and when to take them especially the elective courses.

- Curriculum committee uses assessment finding and recommendation as one of the main factors when

they discuss the curriculum and all issues about it.

- COB Faculty members informed about the assessments results [Senior Exit Questionnaire] what areas students are not satisfied with to improve it.

Effectiveness of Program Assessment

As it is mentioned in the previous sections, faculty and staff members in the college and the program participate in the assessment process and in implementing recommendations that are come out of it. The assessment body in the program receives full support from the dean, assistant dean and the chair.

Publicizing Student Learning

The results of the assessment are published on the department website.

The results of the assessment distributed to the dean, assistant dean, chair, faculty members and staff.

The results of the assessment will be broadcasted on the LCD screens in the BHS building in the fourth floor and fifth floor.