

ASSESSMENT REPORT – 2014/2015

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

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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 toward 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.

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- 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

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Systems. See attached document. The criterion that is used to assess this tool as follows: *Students satisfaction in overall courses offered in the College of Business is 80% or better. Students satisfaction in overall courses offered in the MIS concentration is 85% or better*

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%*

Evidence to Support Achievement of Student Learning

INSY3270: The result came as follows: number of students in both fall 2014 and spring 2015 is 14, 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 8, number of groups above the average [80%] is 3 [6 students], and number of groups below the average is 1 [2 students]. 75% of the students received 80% or better in the project and the class average in all parts is 79.7%, class average in part #1: Team Work is 70.0%, part #2: Oral Presentation is 75.6%, part #3: Writing Reports is 71.7%, part #4: Creativity is 78.3, part #5: System Planning is 78.2%, part #6: System Analysis & Process/Data Modeling is 80.7%, and part #7: System Design is 79.2%. See attached worksheet.

Senior Exit Questionnaire: Number of students is 2 and the results came as follows in the core subjects 93% in MIS, 94% in MGMT, 88% in MKTG, 75% in FIN, and 79% in ACCT. students satisfaction in overall courses offered in the College of Business is 85.8%, students satisfaction in overall courses offered in the MIS concentration is 87.5%. See attached Excel spreadsheet for more information about the Questionnaire results.

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ETS Major Field Test: The results came as follows: Fall 2014: number of students (All majors) took the test is 47; mean percent correct in Information systems area is 45. Spring 2015: number of students (All majors) took the test is 47; mean percent correct in Information systems area is 44.

Analysis and Program Change

INSY3270: Dr. Alsamara continues to demonstrate the pre-test and the post-test for this assessment tool in his course (INSY3270). He continues to educate students about the assessment process and how it is important to improve the quality of education and services in the college.

INSY4300: the results show a need for improvement 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 an improvement in accounting and finance areas comparing to last academic year, student's satisfaction in accounting improved from 67% to 79% and in finance from 68% to 75%. One of the questions in the survey was "How satisfied are you with the college of Business Experience?" 2 out of 2 are 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. This recommendation is reported in the last year as well; it has been discussed in the college assessment meeting and approved.

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

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- 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*)
- 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:

- New curriculum for MIS program has been approved by the university
- New changes on the core courses for the COB has been approved by the university
- Continue to offer tutoring sessions for INSY2840 (Java Programming) class
- Continue to 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.

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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.