Year:	2021-2022
Program:	MS Management Information Systems
Contact Person (include email & phone#)	Dr. Kakoli Bandyopadhyay

Summary of Continuous Improvement Efforts since Last Report

Provide a brief description of how assessment results have been used for program improvement. Point to a specific example of how an assessment provided the program with data it could use for improvement and what that improvement was, if possible, also show evidence of the improvement. You may look at data from the two previous academic years to support this case.

Respond here:

The MS in MIS Program is first offered in the Spring of 2019. The program has four goals: the working of the fundamental business processes, demonstrating competency with Enterprise Systems, enhancing effective decision-making with data analytics, and incorporating of technical skills to solve business problems. The achievement targets were measured for the first time in the Spring of 2020. Learning outcomes were measured and even though the targets were met for the online sections, some of the targets did not meet for the on-campus sections. At that point, the on-campus classes were small. Also, we had Covid. We decided to wait and repeat the measures before we add improvement. We measured again in the Fall of 2020, and some of the targets were not met for the on-campus sections. Covid was raging and class attendance was not encouraging. In the Spring of 2021, the targets were not met for some of the outcomes for both online and on-campus sections. For the online section, the data was skewed since some students did not submit work but did not drop the class either. The face-to-face sections were small. The lack of participation from even one student skewed the data. Accordingly, we came to the conclusion that the results are not a correct representation of the performance of the participating students. Even though some of the targets were not met, it was acceptable for the time being. In the Fall of 2022 and the Spring of 2023, we made several changes in the assignments, introduced new software and technology, introduced new teaching styles, made more video sessions available to the students for the online sections, and provided more technical help, as part of the action plans.

Program Highlights Since Last Report

Identify and briefly discuss any programmatic curriculum changes made since the last report (e.g. new courses, course changes, SLO changes, course deletions).

Respond here:

Requested in Fall 2019 – Added a new MISY course as an option for the MS in MIS Program. MISY 5325 – Cybersecurity Management (was originally MISY 5380)

Table 1. Assessment Results and Analyses for Current Cycle.

STAGE 1: PLAN				STAGE 2: DO		STAGE 3: STUDY
Departmental Student Learning Goal	Program Student Learning Outcome	Assessment	Assessment Method/Location	Benchmark Expectations	Data Results	Actions/Goals Based on Data Results* What do the data tell you? How will you use this data? How were data from the last cycle used to make changes during this cycle, and What were the results of those changes?
LG 1 Comprehend Fundamental Business Processes - Interpret the working of major business processes, such as Sales and Distribution, Materials Management, Production Planning, and Finance and Control.	Integration of the major business processes Students must learn how to integrate major business processes using SAP as the desired software	ERP Simulation Game The ERP Simulation Game: A Distribution Game to Teach the Value of Integrated Systems.	MISY 5340	90% of the class must complete the game successfully	Fall 2021, MISY5340: 96.5% of MISY 5340 face-to-face completed the HEC simulation game. 97% of the online students completed the HEC simulation game.Spring 2022, MISY 5340: 97% of online students completed the ERP simulation game successfully. 100% of face-to-face students completed the ERP simulation game successfully.	Target is met No Improvements Deemed Necessary

LG 2 Demonstrate Competency with Enterprise Systems - The graduates of the MS program in MIS will have the marketable skills of having hands-on experience with an Enterprise Systems such as SAP which is in use today in the world's largest organizations.	Develop hands-on skills in SAP Students will work on several SAP assignments to gain knowledge of how SAP actually works to automate business processes	SAP assignments There are seven SAP assignments on seven different SAP modules: Sales and Distribution, Material Management, Production, Financial Accounting, Managerial accounting, Navigation, and Project Systems.	MISY 5340	85% of students must receive a minimum of 95% or better than the class average.	Fall 2021 MISY 5340: 96.55% of the students scored more than 95% of the class average in the face-to-face section of MISY 5340. 95% of the students scored more than 95% of the class average in the online section. Spring 2022 MISY 5340: 87.46% of the students scored more than 95% of the class average in the online section of MISY 5340. 94% of the students scored more than95% of the class average in the face-to-face section.	Target is met No Improvements Deemed Necessary
LG 3 Enhance Effective Decision Making with Data Analytics- The students will work with the user-centered process	Develop skills in Data Analytics Students will develop hands on skills in data analytics through using tools and technologies	SAP Assignments on Data Analytics There will be several SAP assignments	MISY 5360 MISY 5370	85% of students must receive a minimum of 95% or better than the class average.	Fall 2021, MISY 5360: For the online sections, 78% of the students received a betterscore	Target is partially met Academic Process Modifications

of exploring data, data relationships, and trends which will help them to improve overall decision making.		on data analytics to be worked on by students.			than 95% of the class average. For the face-to-face section, only 85% of theclass scored better than 95% of the class average.Fall 2021, MISY 5370: 56% of the students received a score better than 95% of theclass average. The target did not meet.Spring 2022, MISY 5360: For the face to face section, 67% of the students received abetter score than 95% of the class average. For the online section, 79% of the classscored better than 95% of the class average. In the online section, several studentsdid not	

					participate in the class, but for some reasons unknown, they did not drop orwithdraw from the class. As a result, the result is skewed and is not a correctrepresentation of the performance of the participating students.Spring 2022, MISY 5370: Online section: 87 % of students receive 95% or better thanthe class average.Face-to-face: 93.75 % of students receive 95% or better than the class average. Thetarget is not met for both online and face-to-face sections.	
LG 4 Incorporate Technical Skills to Solve Business Problems - Students graduating from	Apply technology based solutions to solve business problems. Students must gain knowledge in a variety of	Knowledge of a variety of software	Graduating exit questionnaire	85% of the students will be extremely or moderately satisfied with technology	For Fall 2021, 10 students completed the survey. 80% were either extremely or	Target met No Improvements Deemed Necessary

the MS in MIS program must be provided with the necessary technical skills to solve business problems	commercial in-demand software to help businesses perform better			(SAP and other software) covered in core and elective courses offered in the MS in MIS program	moderately satisfied with the use of SAP in the program. 100% were extremely or moderately satisfied with the use of non-SAP technology in the program. For Spring 2022, 9 students completed the survey so far. 100% were extremely or moderately satisfied with the use of SAP and non SAP software in the program.	

Table 2. Continuous Improvement Results Since Last Report

Stage 4: ACT		
Actions/Goals Based on Data Results *Copy last cycle's actions/goals and report on progress toward continuous improvement on those here.*	**Status** *C=Complete* *P=Progressing* *N=No Action Taken*	**Discussion of Status** *If C, describe efforts that led to accomplishment of actions/goals.* *If P, provide update on progress made toward accomplishing actions/goals and what tasks remain* *If N, discuss why action toward accomplishing actions/goals has been delayed and what work will be initiated toward accomplishment.*
2020-2021 LG 4 - Introduce students to a variety of software that are in high demand	C	We use SAP, Advanced Excel, Salesforce, Primavera P6, Tableau, MS Access, and Oracle SQL. We have added some AI related assignments to update our offerings
2020-2021 LG 3 Several SAP assignments on data analytics given to students	C	We have revised all old assignments to the newest SAP HANA module and added additional assignments
2020-2021 LG 2 Introducing students to several assignments to gain hands on knowledge of SAP	C	We use SAP assignments to automate each of the fundamental business processes. We keep revising SAP assignments to reflect the current version of the technology available.
2020-2021 LG 1 Let students participate in the ERP Simulation game	C	The students use the mandatory simulation game to learn how to integrate fundamental business processes.