

AOL Report Information Management in MS Program Assesement(2015)

The MS in Information Management (MSIM) Program is a 2-year part-time Master program with the vision ‘To Become an IT Management Professional’. The MSIM program aims to foster professionals with deep knowledge of IT technology and insight of IT industry. It educates those who desire self-improvement but have difficulties in enrolling in full-time degree programs.

- Overall summary of findings

From the result of the performance of Assurance of Learning (AOL), 4 learning goals in each class generally meet expectations. According to the results of AOL (Assurance of Learning), all the classes met the required standards. In sum, the result implies that the program successfully prepares the students with the knowledge and skills necessary to meet the challenges in emerging IT business needs.

- Limitation

The number of samples collected for this survey, was sufficient enough to state the following outcomes. However, due to different response rates between classes, the results cannot be justified for full support of the outcomes of the survey. The results might not be fully accurate because not all of the students responded to the survey and the response rates of each class vary depending upon each learning goal.

- Total Course: 23
- Number of Graduate: 53
- Total Enrollment: 61
- Assessment Course:

Learning Goal 1	L11 Presentation Skill	MIM 501 Research methods for IT management
	L12 Writing Skill	MIM 501 Research methods for IT management
Learning Goal 2	L21 Strategic Thinking	MIM 501 Research methods for IT management
	L22 Technological Thinking	MIM 511 Technology-based Business Transformation
Learning Goal 3	L31 IT Management Specific Knowledge	MIM 511 Technology-based Business Transformation
	L32 IT Management Business Problem Solving	MIM 511 Technology-based Business Transformation
Learning Goal 4	L41 Analytical Thinking	MIM 501 Research methods for IT management
	L42 Researching	MIM 501 Research methods for IT management

Overview of assessment

Information Management in MS Program Assessment: Learning Goal 1		
Learning Goal: Our graduates will be professional effective communicators.		
Learning Objective	Sample	Methods
(L11) Our students will deliver effective presentation accompanied with proper IT management	Student enrolled in MIM501(N=26)	- (L11) Course-embedded presentation evaluation by faculty
(L12) Our student will create well-written professional papers on a research topic.	MIM501(N=26)	- (L12) Dissertation evaluation
<p>Finding</p> <ul style="list-style-type: none"> - Using assessment rubric by faculty, average score for L11 and L12 are 2.05 and 2.23, respectively. * 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation) - Based on the responses related to the class, all students have improved in their overall ability to 1) Organize and structure their presentations with more clarity and logic, 2) Develop storylines and logic, 3) Enhance their confidence and delivery skills in relation to body language, appropriate facial gestures and eye contact, 4) Develop audience rapport and audience analysis, 5) Develop an authentic presentation style that fits their character, 6) Prepare well written and analyzed professional reports. 		

Information Management in MS Program Assessment: Learning Goal 2		
Learning Goal: Our graduates will be able to strategically analyze IT management problems and innovatively generate value through studying information technology.		
Learning Objective	Sample	Methods
(L21) Our student will use appropriate analytical techniques to solve IT management problems and will demonstrate the ability of sound business research.	Student enrolled in MIM501(N=26)	- (L21) Course-embedded test evaluation by faculty
(L22) Our students will study emerging information technology.	MIM511(N=33)	- (L22) Course-embedded assignment evaluation by faculty
<p>Finding</p> <ul style="list-style-type: none"> - Using the assessment rubric by faculty, average scores for L21, L22 are 2.09, 2.63 respectively 		

(meet the expectation).
 * 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation)
 - Based on various case studies of IT design, it is found that students were able to demonstrate their capability to strategically analyze IT design and management problems and suggest value-adding innovations with advanced use of diverse information technologies. They were also capable to analyze IT management issues by using appropriate techniques.

Information Management in MS Program Assessment: Learning Goal 3		
Learning Goal: Our graduates will develop professional knowledge and exhibit professional competencies in IT management.		
Learning Objective	Sample	Methods
(L31) Our students will build IT management specific knowledge and understand the key issues.	Student enrolled in MIM511(N=33)	- (L31) Course-embedded assignment evaluation by faculty
(L32) Our students apply domain expertise to the business problems in the IT management.	MIM511(N=33)	- (L32) Course-embedded assignment evaluation by faculty
Finding - Using assessment rubric by faculty, average scores for L31, L32 are 2.60, 2.64 respectively. * 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation) - Based on IT design related case studies, it is confirmed that the students have accumulated a significant body of IT system related design knowledge and were able to apply their domain expertise to solve the business problems within diverse industry contexts.		

Information Management in MS Program Assessment: Learning Goal 4		
Learning Goal: Our graduates will be capable researchers.		
Learning Objective	Sample	Methods
(L41) Our student will identify and diagnose management/research problems. (L42) Our students will engage in management research and present the findings of such research effectively.	Student enrolled in MIM501(N=26) MIM501(N=26)	- (L41) Course-embedded assignment evaluation by faculty - (L42) Dissertation evaluation
Finding - Using assessment rubric by faculty, average scores for L41 are 2.10 and 2.17, respectively. * 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation) - Since students were asked to identify the hidden business problems of the case companies on their own, it is found that our students showed their skills and capability to identify and diagnose key problems or opportunities of the target firms in a very realistic setting. They were also capable of implementing the research activities and presenting their findings in a very effective manner to the audience including the instructor. - Students were able to present their research finding to others effectively and precisely.		

Data Analysis and Results

Assessment Learning Goal 1(L11): MIM501 (N=26)

Professional Communication

Student Number	L11: Skills to deliver effective presentation accompanied with proper IT management						
	Organization	Quality of slides	Voice Quality and pace	Mannerisms	Professionalism	Use of media/rapport with audience	Ability to answer question
1	3	3	3	3	3	3	3
2	2	1	1	1	1	1	2
3	3	3	2	2	3	3	2
4	3	3	2	2	3	3	3
5	2	2	3	3	2	2	2
6	2	2	2	1	2	1	3
7	1	1	2	1	2	1	2
8	1	2	2	1	2	2	2
9	1	1	1	1	1	1	2
10	2	3	2	2	3	2	3
11	2	2	2	2	2	2	3
12	1	1	1	1	1	1	1
13	2	3	2	1	2	2	3
14	1	1	1	1	1	1	1
15	3	3	2	3	3	3	3
16	2	3	2	3	3	2	3
17	1	1	2	1	2	1	2
18	1	1	2	1	1	1	2
19	3	3	2	2	2	2	3
20	3	3	3	2	3	3	3
21	3	3	2	2	2	2	3
22	3	2	3	2	2	2	3
23	2	3	2	3	2	2	3
24	1	1	1	1	1	1	1
25	3	3	2	2	3	3	3
26	2	3	2	2	2	3	2

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)

Assessment Learning Goal 1(L12): MIM501 (N=26)						
<u>Academic Writing</u>						
Student Number	L12: Our student will create well-written professional papers on a research topic.					
	Logic and organization	Language	Spelling and grammar	Development of ideas	Purpose and audience	Format
1	3	2	3	3	3	3
2	1	1	3	2	2	1
3	3	2	3	3	2	3
4	3	2	3	3	2	3
5	2	2	3	2	2	2
6	2	1	3	2	2	1
7	1	2	3	2	2	1
8	2	2	3	2	2	2
9	1	1	3	2	2	1
10	3	2	3	3	2	2
11	2	2	3	2	2	2
12	1	1	3	2	2	1
13	2	2	3	3	2	2
14	1	1	3	2	2	1
15	3	2	3	3	2	3
16	3	2	3	3	2	2
17	1	1	3	2	2	1
18	1	1	3	2	2	1
19	3	2	3	3	2	2
20	3	2	3	3	3	3
21	3	2	3	3	2	2
22	3	2	3	2	2	2
23	3	2	3	3	2	2
24	1	1	3	2	2	1
25	3	2	3	3	2	3
26	3	2	3	3	2	3

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)

Assessment Learning Goal 2(L21): MIM501 (N=26)

Strategic Thinking & Value Innovation

Student Number	L21: Using appropriate analytical techniques to solve IT management problems and will demonstrate the ability of sound business research						
	Factual knowledge	Application of strategic analytical tool	Application of financial analysis	Identification of problem/issues	Generation of alternatives	Recommendations	Business research
1	2	3	2	3	3	3	3
2	1	2	2	2	1	2	2
3	3	3	2	2	2	2	3
4	1	3	2	1	2	2	3
5	1	2	2	2	2	3	2
6	1	2	2	2	2	2	2
7	1	1	2	2	2	2	2
8	3	1	2	3	2	2	3
9	3	2	2	2	2	2	2
10	3	2	2	2	2	2	3
11	3	2	2	2	2	2	2
12	1	1	2	1	2	2	1
13	3	2	2	2	2	2	3
14	3	1	2	2	2	2	2
15	1	1	2	3	3	3	3
16	1	2	2	2	2	2	3
17	1	1	2	2	2	2	1
18	3	1	2	2	2	2	2
19	3	3	2	2	2	3	3
20	3	2	2	3	2	3	3
21	3	3	2	2	2	2	3
22	1	3	2	1	2	1	3
23	3	2	2	2	2	2	3
24	3	1	2	2	2	2	2
25	1	3	2	3	3	2	1
26	1	1	2	2	2	1	3

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)

Assessment Learning Goal 2(L22): MIM511 (N=33)					
<u>Strategic Thinking & Value Innovation</u>					
Student	L22: Studying emerging information technology				
Number	Consideration	Management principle	Intellectual sensitivity	Horizontal synthesis	Vertical synthesis
1	3	3	3	2	3
2	3	2	3	3	3
3	2	2	2	3	2
4	2	3	3	2	3
5	3	3	3	3	3
6	2	3	2	3	2
7	2	3	2	2	3
8	3	3	3	3	3
9	3	3	3	3	3
10	3	3	2	3	3
11	2	2	3	2	3
12	2	2	2	3	2
13	2	2	3	3	2
14	3	2	3	2	3
15	3	3	2	2	3
16	3	3	2	3	3
17	2	2	3	3	2
18	3	3	3	3	3
19	3	2	3	3	3
20	2	2	3	3	3
21	3	3	3	3	3
22	3	3	2	3	3
23	2	2	2	3	2
24	3	3	2	3	3
25	2	2	3	3	2

26	2	2	2	3	2
27	2	3	2	2	3
28	3	3	3	2	3
29	3	3	2	3	3
30	2	3	3	3	2
31	2	3	3	2	3
32	2	3	3	3	3
33	3	3	3	2	3

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)

Assessment Learning Goal 3(L31): MIM511 (N=33)		
<u>Domain expertise in IT Management</u>		
Student	L31: Building IT management industry specific knowledge and understand the key issues	
Number	Build industry specific knowledge	Understand the key issues of business environment
1	3	3
2	3	3
3	2	2
4	3	3
5	2	3
6	3	3
7	3	3
8	3	3
9	2	3
10	2	2
11	2	1
12	2	2
13	2	2
14	3	3
15	2	3
16	3	2
17	2	3
18	3	3
19	3	3

20	2	2
21	3	3
22	3	3
23	2	3
24	3	3
25	2	2
26	2	2
27	3	3
28	3	3
29	2	3
30	3	3
31	2	3
32	3	2
33	3	3

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)

Assessment Learning Goal 3(L32): MIM511 (N=33)		
<u>Domain expertise in IT Management</u>		
Student Number	L32: Applying domain expertise to the business problems in the IT management	
	Apply industry specific knowledge to a specific problem	Recommend solutions using structured approach
1	3	3
2	3	3
3	2	2
4	2	3
5	3	3
6	2	3
7	3	2
8	3	3
9	3	3
10	3	3
11	2	2
12	2	2
13	2	2

14	2	3
15	3	2
16	3	2
17	2	3
18	3	3
19	3	3
20	2	3
21	3	3
22	3	3
23	2	2
24	3	3
25	2	2
26	2	3
27	3	2
28	3	3
29	3	3
30	3	3
31	2	3
32	3	2
33	3	3

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)

Assessment Learning Goal 4(L41): MIM501 (N=26)							
<u>Analytical and Creative Thinking</u>							
Student	L41: Capability to identify and diagnose management/research problems						
Number	Identify management/research issue and concepts	Identify alternative options	Quantitative evaluation	Qualitative evaluation	Present and organize work in a logical manner	Use new ideas and analysis methods not included in the problem	Use ethical and professionally responsible documentation and propose ethical responsible solutions

1	3	2	2	3	3	3	3
2	2	2	2	2	2	2	2
3	2	2	1	2	2	2	2
4	2	2	1	1	2	1	2
5	2	2	2	2	2	2	2
6	2	2	2	2	2	2	2
7	2	2	2	2	2	2	2
8	3	3	2	3	3	2	2
9	2	2	2	3	2	2	3
10	2	2	2	2	2	2	2
11	2	2	2	2	2	2	2
12	2	2	2	2	2	2	2
13	2	2	2	2	2	2	2
14	2	2	2	2	2	2	2
15	3	2	3	2	3	2	3
16	2	2	2	2	2	2	2
17	1	1	2	1	2	1	2
18	2	2	2	3	2	3	2
19	3	2	2	3	3	2	2
20	3	2	2	2	3	3	3
21	2	2	2	2	2	2	2
22	2	2	2	2	2	2	2
23	3	2	2	2	3	2	3
24	2	2	2	3	2	3	2
25	2	2	2	2	2	2	3
26	1	2	1	2	1	1	2

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)

Assessment Learning Goal 4(L42): MIM501 (N=26)	
<u>Management Research</u>	
Student Number	L42: Ability to engage in management research and present findings effectively

	fact finding	problem/objective finding	idea finding	solution finding	acceptance finding
1	3	3	3	3	3
2	2	2	2	2	1
3	3	2	2	2	3
4	1	2	1	2	3
5	2	2	2	2	2
6	2	2	2	2	2
7	3	2	2	2	1
8	3	3	2	3	2
9	2	2	2	2	1
10	3	2	2	2	3
11	3	2	2	2	2
12	2	2	2	2	1
13	3	2	2	2	3
14	3	2	2	2	1
15	2	3	2	2	3
16	2	2	2	2	3
17	1	1	1	1	1
18	3	2	3	2	1
19	3	3	2	2	3
20	3	3	3	2	3
21	1	2	2	2	3
22	2	2	2	2	2
23	3	3	2	2	3
24	3	2	3	2	1
25	3	2	2	2	3
26	2	1	1	2	3

* Criteria: 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceeds Expectations)