

AOL Report Information Management in MS Program Assesement(2016)

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

The result of the performance of Assurance of Learning (AOL) is showing that 4 learning goals in each class generally meet expectations. Accordingly, all the classes meet the required standards. In sum, the result gives insights that the program successfully prepares the students with the advanced knowledge and skills necessary to meet the challenges in emerging IT business environments.

- Limitation

The number of samples accumulated for this survey was sufficient enough to provide the following results. However, because of the varying response rates across classes, the results cannot be fully justified for the support of the results of the survey. The results might not be completely accurate because not all the students responded to the survey and the response rates of each class vary based on different learning goals.

- Total Course: 24
- Number of Graduate:
- Total Enrollment:
- Assessment Course:

Learning Goal 1	L11 Presentation Skill	MIM 501 Research methods for IT management
	L12 Writing Skill	MIM 552 IT & Media Industry Analysis
Learning Goal 2	L21 Strategic Thinking	MIM 501 Research methods for IT management
	L22 Technological Thinking	MIM 552 IT & Media Industry Analysis
Learning Goal 3	L31 IT Management Specific Knowledge	MIM 552 IT & Media Industry Analysis
	L32 IT Management Business Problem Solving	MIM 552 IT & Media Industry Analysis
Learning Goal 4	L41 Analytical Thinking	MIM 552 IT & Media Industry Analysis
	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=30)	- (L11) Course-embedded presentation evaluation by faculty
(L12) Our student will create well-written professional papers on a research topic.	MIM552(N=23)	- (L12) Dissertation evaluation
<p>Finding</p> <ul style="list-style-type: none"> - Using assessment rubric by faculty, average score for L11 and L12 are 2.41 and 2.88, respectively. * 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation) - According to the answers related to the class, the majority of students have been enhanced in their overall ability to 1) Organize the presentations in effective and reasonable manner, 2) Restructure stories with better logic, 3) Enhance their delivery skills with regard to body language, appropriate gestures, facial expressions, and improved confidence 4) Make better relationships with audiences based on the serious analysis on audiences, 5) Develop presentation style that fits one's character, 6) Professionally submit well-written reports with detailed analysis. 		

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=30)	- (L21) Course-embedded test evaluation by faculty
(L22) Our students will study emerging information technology.	MIM552(N=23)	- (L22) Course-embedded assignment evaluation by faculty
<p>Finding</p> <ul style="list-style-type: none"> - Based on the assessment rubric by faculty, average scores for L21, L22 are 2.40, 2.93 respectively (meet the expectation). 		

* 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation)

- According to the various case studies on IT and media industries, it is found that students were able to show their ability to professionally analyze IT & media industry and by solving different problems related to IT & media industries, they were able to suggest innovative answers with advanced use of diverse information technologies. They were also able to analyze the issues in IT and media industries improved 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. (L32) Our students apply domain expertise to the business problems in the IT management.	Student enrolled in MIM552(N=23) MIM552(N=23)	- (L31) Course-embedded assignment evaluation by faculty - (L32) Course-embedded assignment evaluation by faculty
Finding - Based on the assessment rubric by faculty, average scores for L31, L32 are 2.85, 2.85 respectively. * 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation) - Based on the case studies that are related to IT and media industry, it is shown that the students have gained deeper understandings on IT and media industries and were also able to apply their professions to solve even serious problems within various 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 MIM552(N=23) MIM501(N=30)	- (L41) Course-embedded assignment evaluation by faculty - (L42) Dissertation evaluation

Finding

- Using assessment rubric by faculty, average scores for L41 are 2.87 and 2.59, respectively.
- * 1 (Fails to Meet Expectations) 2 (Meets Expectations) 3 (Exceed Expectation)
- As students were asked to find the business problems of target firms on their own, it was proven that students have the ability to use their skills and abilities to identify and suggest critical threats or potential opportunities of the target firms in a very realistic way. Additionally, they were able to suggest new research activities and present their findings effectively to their classmates and the instructor.
- Students were able to deliver their findings to the audiences in an effective and confident manner.

Data Analysis and Results

Assessment Learning Goal 1(L11): MIM501 (N=30)							
<u>Professional Communication</u>							
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	2	3	2	2	2	2	3
2	3	2	2	2	2	2	3
3	2	3	2	2	3	2	2
4	3	3	2	2	2	2	3
5	2	2	2	1	2	2	1
6	2	3	2	2	3	2	3
7	3	2	3	2	3	2	3
8	3	2	2	3	2	2	3
9	2	3	3	2	3	2	2
10	3	2	2	3	2	2	3
11	2	3	2	2	3	2	2
12	3	2	2	2	3	2	3
13	3	2	2	3	2	3	2
14	2	3	2	3	3	2	3
15	3	2	2	2	2	2	3
16	3	2	2	3	3	2	2
17	2	3	2	2	3	2	3
18	3	2	2	2	2	3	3
19	2	3	2	2	2	3	3
20	2	2	3	2	2	3	3
21	3	2	2	2	3	2	3
22	3	3	3	3	3	3	3
23	3	3	3	3	3	3	3
24	3	2	2	3	2	3	2
25	1	2	2	1	2	2	1
26	3	2	2	2	2	3	3
27	2	3	3	2	3	3	2

28	3	2	3	2	2	3	3
29	3	2	3	2	2	2	3
30	2	2	3	2	3	3	2

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

Assessment Learning Goal 1(L12): MIM552 (N=23)						
<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	3	3	3	3	3
2	2	3	3	3	2	2
3	2	3	3	3	2	2
4	3	3	3	3	3	3
5	2	3	3	3	3	3
6	3	3	3	3	3	3
7	3	3	3	3	3	3
8	2	3	3	2	3	3
9	2	3	3	2	3	3
10	2	3	3	2	3	3
11	3	3	3	3	3	3
12	2	3	3	3	3	3
13	3	3	3	3	3	3
14	3	3	3	3	3	3
15	3	3	3	3	3	3
16	3	3	3	3	3	3
17	3	3	3	3	3	3
18	2	3	3	3	3	3
19	3	3	3	3	3	3
20	3	3	3	3	3	3
21	2	3	3	3	2	3
22	3	3	3	3	3	3
23	3	3	3	3	3	3

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

Assessment Learning Goal 2(L21): MIM501 (N=30)							
<u>Strategic Thinking & Value Innovation</u>							
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	3	3	2	2	2	2	2
2	3	2	2	3	2	2	2
3	3	3	2	2	2	3	2
4	3	3	2	2	2	2	3
5	2	2	2	1	2	2	1
6	2	3	2	2	3	2	3
7	3	2	2	2	2	3	3
8	3	2	2	3	2	2	3
9	3	3	2	2	3	2	2
10	3	2	2	3	2	2	3
11	3	3	2	2	2	2	3
12	2	2	2	2	3	3	3
13	3	2	2	3	2	3	2
14	2	3	2	3	3	2	3
15	3	2	2	2	2	2	3
16	3	2	2	3	3	2	3
17	3	2	2	2	3	2	3
18	3	2	2	2	2	3	3
19	2	2	2	2	3	3	3
20	2	2	2	3	2	3	3
21	3	2	2	2	2	3	3
22	3	3	2	3	3	3	3
23	3	3	2	3	3	3	3
24	3	2	2	3	2	3	2

25	1	2	2	1	2	2	1
26	3	2	2	2	2	3	3
27	2	3	2	2	3	3	2
28	3	2	2	2	2	3	3
29	3	3	2	2	2	3	3
30	3	2	2	2	3	3	2

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

Assessment Learning Goal 2(L22): MIM552 (N=23)					
<u>Strategic Thinking & Value Innovation</u>					
Student Number	L22: Studying emerging information technology				
	Consideration	Management principle	Intellectual sensitivity	Horizontal synthesis	Vertical synthesis
1	3	3	3	3	3
2	3	2	3	3	3
3	3	3	3	3	3
4	3	3	3	3	3
5	2	2	3	3	3
6	3	3	3	3	3
7	3	3	3	3	3
8	2	2	3	3	3
9	3	3	3	3	3
10	3	3	3	3	3
11	3	3	3	3	3
12	2	3	3	3	3
13	3	3	3	3	3
14	3	3	3	3	3
15	3	3	3	3	3
16	3	3	3	3	3
17	3	3	3	3	3
18	3	2	3	3	3
19	3	3	3	3	3

20	3	3	3	3	3
21	2	3	3	3	3
22	3	3	3	3	3
23	3	3	3	3	3

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

Assessment Learning Goal 3(L31): MIM552 (N=23)		
<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	2	3
3	3	3
4	3	3
5	3	3
6	3	3
7	3	3
8	3	3
9	2	2
10	2	2
11	3	3
12	2	2
13	3	3
14	3	3
15	3	3
16	3	3
17	3	3
18	3	3
19	3	3
20	3	3
21	3	3
22	3	3
23	3	3

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

Assessment Learning Goal 3(L32): MIM552 (N=23)		
<u>Domain3 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	2	2
3	3	3
4	3	3
5	3	3
6	2	3
7	3	3
8	3	3
9	3	3
10	2	2
11	3	3
12	2	2
13	3	3
14	3	3
15	3	3
16	3	3
17	3	3
18	3	3
19	3	3
20	3	3
21	3	3
22	3	3
23	3	3

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

Assessment Learning Goal 4(L41): MIM552 (N=23)

Analytical and Creative Thinking

Student Number	L41: Capability to identify and diagnose management/research problems						
	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	3	3	3	3	3	3
2	2	2	3	3	3	2	3
3	2	2	3	3	2	2	3
4	3	3	3	3	3	3	3
5	2	2	3	3	3	2	3
6	3	3	3	3	2	3	3
7	3	3	3	3	3	3	3
8	3	3	3	3	3	2	3
9	3	3	3	3	3	2	3
10	3	3	3	3	2	2	3
11	3	3	3	3	3	3	3
12	3	3	3	3	3	2	3
13	3	3	3	3	3	3	3
14	3	3	3	3	3	3	3
15	3	3	3	3	3	3	3
16	3	3	3	3	3	3	3
17	3	3	3	3	3	3	3
18	3	3	3	3	3	2	3
19	3	3	3	3	3	3	3
20	3	3	3	3	3	3	3
21	2	2	3	3	2	2	3
22	3	3	3	3	3	3	3
23	3	3	3	3	3	3	3

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

Assessment Learning Goal 4(L42): MIM501 (N=30)					
<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	2	2	3	3
2	3	3	2	2	3
3	3	2	2	3	3
4	3	2	3	2	3
5	2	2	2	2	2
6	2	3	3	2	3
7	2	3	2	3	3
8	3	3	2	2	3
9	3	2	3	2	3
10	3	3	2	2	3
11	3	2	3	2	3
12	2	3	2	3	3
13	3	3	2	2	3
14	2	3	3	2	3
15	3	3	2	2	3
16	3	3	3	2	3
17	3	2	3	2	3
18	3	2	2	3	3
19	2	3	2	3	3
20	3	2	2	3	3
21	3	3	2	3	3
22	3	3	3	3	3

23	3	3	3	3	3
24	3	3	2	3	2
25	1	1	2	2	2
26	3	2	2	3	3
27	3	2	3	3	2
28	3	2	2	3	3
29	3	2	3	3	3
30	3	2	2	3	3

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