Major: BMM Quality Management

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Assessment Method & rubric

Program Learning Outcome 1.	Does Not Meet Expectations	Meets Expectations 2	Exceeds Expectations 3	Data Collection Frequency	Reporting Timeframe	Assessment Method & Procedures	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Future goals and plans
Outcome 1.1. Initiate quality assessment methodology for assigned products or services, analyze process variability, communicate the results and test protocol with other stakeholders.	Unable to assess product quality, analyze process variability and communicate results with target stakeholders	Able to assess product quality, analyze process variability and communicate results with target stakeholders	Show exceptional ability in assessing product quality, analyzing process variability and communicating results with target stakeholders	Bi-annual	2021	1. All the assignments and exams (course work) of BM3034 are used to evaluate this outcome. 2. The course involves many quality assessment tools and approaches 3. Students with grade B+ or more exceed the class expectation. 3. Students with Less than B or less, but passed the course meet the expectation. 3. Students who failed in this assignments do not meet expectation. 5. The sample size is 21 and the course was offered in the summer of 2019 and 2020	4.76%	61.90%	33.33%	The performance of students is better comparing to the last time this outcome was assessed, which was in 2019. The 4.7% of students who did not meet the expectation represents only one student. The recommendation is to continue monitoring students' performance with respect to this outcome.

Program Learning Outcome 2.	Needs Improvement = 1.0	Acceptable = 2.0	Excellent = 3.0	Data Collection	Reporting					
Outcome 2.1 Solve assigned quality related problems and resolve issues, build consensus in groups and disseminate the outcomes with result tracking.	Unable to solve quality related problems	Able to solve quality related problems	Show outstanding capability when solving quality related problems	Bi-annual	2020	1. Assignment 1.2 in BM3034 is used to evaluate this outcome since it involves a case study in which different quality tools are used to solve a quality problem. 2. Students with A in this assignment are considered as Excellent 3. Students with Less than A-, but passed the assignments are considered as acceptable 3. Students who failed in this assignments need improvements 5. The sample size is 44 and the course was offered in the summer of 2019	0.00%	0.00%	100.00%	1. All students exceeded the expectation. 2. The plan is to continue working with students and provide them with more case studies.

Program Learning Outcome 3.	Does Not Meet	Meets Expectations	Exceeds Expectations	Data Collection	Reporting		Does Not Meet	Meets	Exceeds	
Outcome 3.1 Review performance of team members and lead them to embrace quality excellence by using persuasive leadership skills.	Unable to mange teams to embrace quality excellence	Able to manage teams to embrace quality excellence	Show outstanding capability in managing teams to embrace quality excellence	Bi-annual	2019	1. Unit 4 exam in MGMT 3200 is used to evaluate this outcome. 2. The exam covers both leadership and quality management elements	0%	25%	75%	The learning outcome is achieved

Program Learning Outcome 4.	Does Not Meet	Meets Expectations	Exceeds Expectations	Data Collection	Reporting		Does Not Meet	Meets	Exceeds	
Outcome 4.1. Evaluate the quality of products or services relative to external (ISO, State and Federal Regulations) and internal standards (benchmarks, published protocols, specifications); report the outcomes.	Unable to evaluate products or services with respect to internal and external measures	Able to evaluate products or services with respect to internal and external measures	Show outstanding capability when it comes to evaluating product and services with respect to internal and external standards	Bi-annual	2021	1. Assignments 1.1, 1.2, 2.1, 2.2 in BM3034 are used to evaluate this outcome. 2. These assignments introduce students to different quality tools for evaluating internal performance as well as improvement approaches for quality improvement. Various quality systems such as Malcolm Baldrige National Quality Award and ISO are included in those assignments.	7.14%	28.57%	64.29%	Students' performance is not better than the last time this outcome was assessed which was in 2019. There is 7% of student did not meet the exptation. The plan is to provide students with case studies about different quality management systems (e.g., ISO).

Program Learning Outcome 5.	Does Not Meet	Meets Expectations	Exceeds Expectations	Data Collection	Reporting		Needs	Acceptable =	Excellent = 3.0	
Outcome 5.1. Integrate continuous improvement models (PDCA, LEAN, Six Sigma, etc.) for ongoing increase of profitability.	Unable to implement continuous improvement tools in real-life applications	Able to implement continuous improvement tools in real-life applications	Able to implement continuous improvement tools in real-life applications perfectly	Bi-annual	2020	1. Assignments 1-3 and 10-12 of BM3025 are used to evaluate this outcome since they involve the most common Quality Tools including VSM, SIPOC, VOC, 7 Quality Tools, and Kano Model. 2. Students with Average A in these assignments are beyond expectations 3. Students with average Less than B+ in these assignments , but did not get F meet the expectations 3. Students who failed in this assignments need improvements 5. The sample size is 25 and the course was offered in the fall of 2019	26%	4%	70%	1. Despite of the improvements I made since last year, students' performance is worse than last year. 2. The percentage of students who need improvement is higher than last year. Most of those students skipped most of the assignments that are used to assess this objective. 3. The plan is to find a way to encourage those students to complete course assignments. More specifically, I will send reminder emails to each individual who did not do the assignment and encourage them to reach for help.

Program Learning Outcome 6.	Does Not Meet Expectations 1	Meets Expectations 2	Exceeds Expectations 3				Does Not Meet Expectations 1	Meets Expectations 2	Exceeds Expectations 3	
Outcome 6.1. Implement appropriate task oriented software and hardware choices to communicate ideas and results clearly.	Unable to use needed software	Able to use appropriate software when it is needed.	Show outstanding ability when it comes to using software while solving problems	Bi-annual	2020	1. Assignments 4-6 of BM3025 are used to evaluate this outcome since students need to use software such as Minitab to work on them. 2. Students with Average A in these assignments are beyond expectations 3. Students with average Less than B+ in these assignments , but did not get F meet the expectations 3. Students who failed in this assignments need improvements 5. The sample size is 25 and the course was offered in the fall of 2019	13%	35%	52%	1. The percentage of students who did not meet the expectation is worse than last year. The main reason is that most of those students did not do those assignments. I can say that this is a major problem this year. I will discuss this with my colleagues and find a way to work with such students.