

## Form E-1-A for Boston College Undergraduate Programs

### Program: **OPERATIONS MANAGEMENT**

- 1) Have formal learning outcomes been developed? What are they? (What specific sets of skills and knowledge does the department expect its majors to have acquired before they graduate?)**

Graduates in operations Management should have achieved the following:

Comprehensive understanding of theories and concepts in Operations Management  
The ability to use concepts and techniques to analyze management problems  
ability to exercise managerial judgment  
ability to use quantitative techniques  
ability to understand complex managerial decision-making environment  
appreciation of role of operations in an organization  
appreciate the interrelationship between functional areas  
ability to apply a global perspective  
understanding of the ethical issues arising from globalization  
practical communication and interpersonal skills

- 2) 2) Where are these learning outcomes published? Be specific. (Where are the department's learning expectations accessible to potential majors: on the web or in the catalog or in your department's major handouts?)**

Department website

- 3) Other than GPA, what data/evidence is used to determine whether graduates have achieved the stated outcomes for the degree? (What evidence and analytical approaches do you use to assess which of the student learning outcomes are being achieved more or less well?)**

Independent faculty panel evaluates the required consulting projects from the central concentrator's course, MD375  
Analyze Operations Management subscores on MFAT exam for Operations concentrators  
Administer senior survey asking for self-evaluation of learning

- 4) Who interprets the evidence? What is the process? (Who in the department is responsible for interpreting the data and making recommendations for curriculum or assignment changes if appropriate? When does this occur?)**

3-member "Continuous Improvement" committee reviews all results annually and makes appropriate recommendations to department

- 5) What changes have been made as a result of using the data/evidence? (Have there been any recent changes to your curriculum or program? Why were they made?)**

the department is currently implementing significant changes in the OM core, which we expect to improve our effectiveness in teaching OM as well as the appeal of the OM concentration. Our committee will evaluate the impact of these changes with respect to both objectives next year.

- 6) What evidence do you have that the changes have resulted in improved learning outcomes?**

TBD

- 7) Date of the most recent program review. (Your latest comprehensive departmental self-study and external review.)**

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