Assessment of Student Learning Outcomes Degree Program Report

College:  College of Education and Professional Studies
Department: Information Technology and Administrative Management (ITAM)  www.cwu.edu/it-management
Program:  MS      Degree: ITAM

1. What student learning outcomes were assessed this year, and why?

The ITAM department assessed all six MS-ITAM programmatic outcomes. This is the first year of program assessment as the MS-ITAM is a new graduate degree.

1. **Basic knowledge:** Students will demonstrate in-depth knowledge and currency in core subject areas and area of specialization. Students in the modern workforce need to understand the knowledge and currency of IT Management as a whole and within their specialization. This goal is related to CWU goal 1: 1.1.1 Students will achieve programmatic learning outcomes. This goal was chosen because our department wanted to know whether students are learning the overarching foundation of IT Management with specialization to be successful in their chosen career.

2. **Critical Thinking Skills:** Students will demonstrate the ability to understand the local and global significance of information technology management on individuals, organizations, and society. This goal is related to CWU goal 1: 1.1.1 Students will achieve programmatic learning outcomes. This goal was chosen because our department wanted to know whether students are prepared for the global workplace to be successful in their chosen career.

3. **Research Skills:** Graduates will have the ability to apply basic research methods in information technology management. This goal is related to CWU goals 1: 1.1.1 Students will achieve programmatic learning outcomes and 2. 3.1.2 Sustain the number of courses that include research, scholarship, and creative expression skills as key outcomes. This goal was chosen because our department wanted to know whether students are learning the applied research knowledge and skills necessary to be successful in their chosen career.

4. **Technical and Theoretical Background:** Students will demonstrate the use of current techniques, skills and tools necessary for information technology management practice appropriate to the discipline. This goal is related to CWU goal 1: 1.1.1 Students will achieve programmatic learning outcomes. This goal was chosen because our department wanted to know whether students are learning the current IT techniques, skills and tools to be successful in their chosen career.

5. **Communication Skills:** Graduates will have the ability to communicate effectively. This goal is related to CWU goal 1: 1.1.1 Students will achieve programmatic learning outcomes. This goal was chosen because our department wanted to know whether students are learning the communication knowledge and skills necessary to be successful in their chosen career.

6. **Specialization:** Students will demonstrate advanced skills and knowledge in their specialization. This goal is related to CWU goal 1: 1.1.1 Students will achieve programmatic learning outcomes. This goal was chosen because our department wanted to know whether students are learning the knowledge and skills in their specialized area necessary to be successful in their chosen career.

2. How were the student learning outcomes assessed?
   
   A) What methods were used?
   
   B) Who was assessed?
   
   C) When was it assessed?

1. The program goal “**Basic knowledge:** Students will demonstrate in-depth knowledge and currency in core subject areas and area of specialization” was evaluated through an ITAM capstone, written project IT/ADMG700 at the end of summer quarter. Our minimal level of mastery was to have our graduate students assessed at 80% or higher.
based on a rubric. In all, 47 students were assessed with 43 students passing at 80% or higher. The goal of 80% pass rate was met with an overall 97.33%.

2. The program goal "Critical Thinking Skills: Students will demonstrate the ability to understand the local and global significance of information technology management on individuals, organizations, and society" was evaluated through an ITAM capstone, written project IT/ADMG700 at the end of summer quarter. Our minimal level of mastery was to have our graduate students assessed at 80% or higher based on a rubric. In all, 47 students were assessed with 43 students passing at 80% or higher. The goal of 80% pass rate was met with an overall 98.47%.

3. The goal that "Research Skills: Graduates will have the ability to apply basic research methods in information technology management" was evaluated through an ITAM capstone, written project IT/ADMG700 at the end of summer quarter. Our minimal level of mastery was to have our graduate students assessed at 80% or higher based on a rubric. In all, 47 students were assessed with 43 students passing at 80% or higher. The goal of 80% pass rate was met with an overall 94.97%.

4. The goal that "Technical and Theoretical Background: Students will demonstrate the use of current techniques, skills and tools necessary for information technology management practice appropriate to the discipline" was evaluated through an ITAM capstone, written project IT/ADMG700 at the end of summer quarter. Our minimal level of mastery was to have our graduate students assessed at 80% or higher based on a rubric. In all, 47 students were assessed with 43 students passing at 80% or higher. The goal of 80% pass rate was met with an overall 98.01%.

5. The goal that "Communication Skills: Graduates will have the ability to communicate effectively" was evaluated through an ITAM capstone, written project IT/ADMG700 at the end of summer quarter. Our minimal level of mastery was to have our graduate students assessed at 80% or higher based on a rubric. In all, 47 students were assessed with 43 students passing at 80% or higher. The goal of 80% pass rate was met with an overall 94.21%.

The goal that "Specialization: Students will demonstrate advanced skills and knowledge in their specialization" was evaluated through an ITAM capstone, written project IT/ADMG700 at the end of summer quarter. Our minimal level of mastery was to have our graduate students assessed at 80% or higher based on a rubric. In all, 47 students were assessed with 43 students passing at 80% or higher. The goal of 80% pass rate was met with an overall 96.27%.

3. What was learned?

1. Basic knowledge: Students will demonstrate in-depth knowledge and currency in core subject areas and area of specialization.

The goal of 80% pass rate was met with an overall 97.33%. Overall, students performed well on the ability to demonstrate depth in knowledge and currency/relevancy of those skills and knowledge in the core curriculum subject areas and area of specialization. The capstone project captured an important benefit of the ITAM MS-ITAM degree – to have the critical knowledge and skills to bridge IT with management.

Based on the pass rate of 97% for Basic Knowledge, the MS-ITAM faculty feel basic skills taught in the program, such as financial analysis, writing, and leadership, meet the standard of mastery.

2. Critical Thinking Skills: Students will demonstrate the ability to understand the local and global significance of information technology management on individuals, organizations, and society.
The goal of 80% pass rate was met with an overall 98.47%. Overall, students performed well on the ability to understand the local and global significance of information technology management on individuals, organizations, and society. The capstone project captured an important benefit of the ITAM MS-ITAM degree – the critically think.

In the students’ final project, they were required to implement critical thinking skills in their research, synthesis of literature review, and conclusions/discussion. With a pass rate of over 98%, MS-ITAM faculty feel critical thinking skills are being adequately taught for student success in this learning outcome.

3. Research Skills: Graduates will have the ability to apply basic research methods in information technology management.

The goal of 80% pass rate was met with an overall 94.97%. Overall, students performed well on the ability to apply basic research methods in information technology management. The capstone project captured an important benefit of the ITAM MS-ITAM degree – to conduct applied research.

This is the lowest percentage on all of the outcomes, although it still meets the pass rate of 80%. Based on qualitative student feedback, this was one of the more difficult courses in the program, so a lower pass rate is expected for this learner outcome. MS-ITAM faculty will work toward revising this course slightly to ensure the pass rate stays above 80%.

4. Technical and Theoretical Background: Students will demonstrate the use of current techniques, skills and tools necessary for information technology management practice appropriate to the discipline.

The goal of 80% pass rate was met with an overall 98.01%. Overall, students performed well on the ability to demonstrate the use of current techniques, skills and tools necessary for information technology management practice including within their area of specialization. The capstone project captured an important benefit of the ITAM MS-ITAM degree – to apply the techniques, skills and tools necessary to be successful on the job.

Based on the curriculum and courses used to meet this criteria, and a 98% pass rate, MS-ITAM faculty feel this learning outcome is being taught appropriately, and well assessed in the final research project course.

5. Communication Skills: Graduates will have the ability to communicate effectively.

The goal of 80% pass rate was met with an overall 94.21%. Overall, students performed well on the ability to communicate effectively. The capstone project captured an important benefit of the ITAM MS-ITAM degree – to effectively write and correspond with student peers and faculty and staff.

Students were required to do a presentation as part of their research project, which assesses communication skills. Based on these results, MS-ITAM faculty feel strongly that communication skills are being adequately taught and assessed in the program.

6. Specialization: Students will demonstrate advanced skills and knowledge in their specialization.

The goal of 80% pass rate was met with an overall 96.27%. Overall, students performed well on the ability to apply their specialization skills and knowledge. The capstone project captured an important benefit of the ITAM MS-ITAM degree – to demonstrate one’s area of study as adding value to a current or potential job.

Each student's research project was focused in their specialization area. Based on the pass rate results, MS-ITAM faculty feel strongly this student learner outcome is being meet throughout the curriculum in the program.
4. What will the department or program do as a result of that information?

1. No changes are planned for the MS-ITAM courses but the culminating project will be replaced with comprehensive, written examination starting summer 2016 at the end of the MS-ITAM graduate students’ program of study.

2. 2015-16 students were informed of the change. In fact, in the MS-ITAM Bootcamp course taken fall quarter, and entire module was dedicated to discussing the comprehensive exam and ways students can begin to prepare for it now.

3. Internal: The data/findings are also discussed when ITAM reviews its strategic plan as part of normal by-weekly department meeting and at yearly retreats. The ITAM Department faculty and staff uses the data to help with strategic initiatives. The results lead to curriculum that is updated often by dedicated and motivated faculty and staff. Results are reported to the university through the yearly SLO and posted on the CWU web site with a review by the university assessment team.

4. External: The data is also shared when appropriate with the ITAM Advisory Board and used when appropriate in ITAM marketing campaigns (www.cwu.edu/it-management). In fact, the advisory board provides extensive feedback on curriculum, recommends new programs and recommends new programs. This ensures the curriculum meets industry standards and needs. Finally, when appropriate, the findings are shared with potential internship employers.

5. What did the department or program do in response to previous years’ assessment results, and what was the effect of those changes?

This is the first year the new MS-ITAM graduate program has been assessed. We are working with Dr. Bret Smith, CWU Assessment Coordinator, Office of the Associate Provost to include the MS-ITAM comprehensive written examination rubric inside the Canvas LMS for easier assessment and tabulation as well as for long term analysis.

A team of MS-ITAM faculty are working on the final assessment and rubric, all of which are tied to the noted student learner outcomes.

We will continue to measure Research skills in the MS-ITAM and report on meeting the university goal of “3.1.2 Sustain the number of courses that include research, scholarship, and creative expression skills as key outcomes” in the future as the ITAM graduate degree enters year two and beyond.

6. Questions or suggestions? Contact Tom Henderson (henderst@cwu.edu) or Bret Smith (bpsmith@cwu.edu)