

ASSESSMENT AND CONTINUOUS PROCESS IMPROVEMENT FOR THE TECHNOLOGY AND OPERATIONS MANAGEMENT DEPARTMENT

Rhonda Rhodes, College of Business, Cal Poly Pomona, 3801 West Temple Avenue, Pomona, CA 91768, 909.869.2454, rrrhodes@csupomona.edu

ABSTRACT

Striving to perform assessment, keeping our curriculum up-to-date as well as meeting the needs of our students, faculty, alumni, and AACSB is an ongoing challenge in the Technology and Operations Management Department at Cal Poly Pomona. In order to help our department meet this challenge, a study was conducted that included input from the students concerning assessment, advising, and department processes.

RESEARCH OBJECTIVES

This study will address assessment and continuous improvement for the TOM department. The research objectives fall into three categories; assessment, advising, and department processes. Specific objectives for each category are listed.

Assessment - student satisfaction with and opinions about our courses, course content, and the expected outcomes for our courses

Advising - student satisfaction with and opinions about advising.

Department Processes - student satisfaction with and opinions about Department Processes.

REVIEW OF RELEVANT LITERATURE

Americans have historically trusted institutions of higher education to offer good instruction and blamed the students for poor performance and inadequate preparation. This trust has eroded, especially in the last two decades as the cost of higher education has skyrocketed. At the same time, corporations have faced increasing competition domestically and abroad and have placed greater emphasis on the effectiveness of their own training divisions to improve the productivity of their work forces. As training costs have increased, corporations have found it cost-effective to outsource some training tasks to colleges and universities. These trends have combined to generate unprecedented demands for more convincing evidence of the effectiveness of instruction. (Teaching Today Postsecondary, Glencoe Online, March 2003).

SUMMARY

Assessment and Continuous Process Improvement for the Technology and Operations Management Department at Cal Poly Pomona included both quantitative and qualitative (grounded theory) methodology. An extensive literature review was conducted in addition to employing numerous data collection techniques to determine the students' opinions about assessment, advising, and department processes.