

# Quality Management Tools, Graduate Certificate

Goal Item

Goal Description:

The goal of the graduate certificate in Quality Management Tools is to provide students with a broad base of knowledge of quality management principles.

Providing Department: Quality Management Tools, Graduate Certificate

Progress: Completed

RELATED ITEMS/ELEMENTS -----

RELATED ITEM LEVEL 1

Learning Objective 1 - Fundamentals

Learning Objective Description:

Develop methods for planning and controlling processes.

RELATED ITEM LEVEL 2

ICF 1 - Fundamentals

Indicator Description:

Assignments and test questions throughout the Quality Management Tools Graduate Certificate courses will be assessed using a common rubric on four learning objectives: 1) Fundamentals, 2) Analysis, 3) Decision Making, and 4) Critical Thinking. Students receive scores ranging from 1 to 5, with 1 = emerging skill and 5 = skill mastery. (5 (95-100), 4 (85-94), 3 (75-84), 2 (70-74), 1 (<70))

	MGMT 5315 Seminar Operations Management	MGMT 5318 Quality Management	MGMT 5323 Tools of Project Management	MGMT 5330 Operations Planning & Control
LO1 - Fundamentals	Evaluated	Evaluated	Emphasis	Emphasis
LO2 - Analysis	Emphasis	Evaluated	Emphasis	Emphasis
LO3 - Decision Making	Emphasis	Emphasis	Emphasis	Evaluated
LO4 - Critical Thinking	Emphasis	Emphasis	Evaluated	Emphasis

Criterion Description:

Although several courses can be used to assess these learning objectives, subject to course schedules and enrollment, the assessment of LO1 will be in MGMT 5315, LO2 will be in MGMT 5318, LO3 will be in MGMT 5330, and LO4 will be in MGMT 5323. The assessment of LO1 will start in the 2024-2025 academic year. The objective is for at least 80% of students to score 3.00 or better out of 5 for all MS in Project Management students.

Findings Description:

No findings. Assessment will be in the 2024-2025 academic year.

RELATED ITEM LEVEL 3

Action - LO4 Critical Thinking

Action Description:

Begin assessment in the 2024-2024 academic year.

RELATED ITEM LEVEL 1

Learning Objective 2 - Analysis

Learning Objective Description:

Analyze and interpret results using quality management tools.

RELATED ITEM LEVEL 2

ICF 2 - Analysis

Indicator Description:

Assignments and test questions throughout the Quality Management Tools Graduate Certificate courses will be assessed using a common rubric on four learning objectives: 1) Fundamentals, 2) Analysis, 3) Decision Making, and 4) Critical Thinking. Students receive scores ranging from 1 to 5, with 1 = emerging skill and 5 = skill mastery. (5 (95-100), 4 (85-94), 3 (75-84), 2 (70-74), 1 (<70))

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LO1 - Fundamentals	Evaluated	Evaluated	Emphasis	Emphasis
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Criterion Description:

Although several courses can be used to assess these learning objectives, subject to course schedules and enrollment, the assessment of LO1 will be in MGMT 5315, LO2 will be in MGMT 5318, LO3 will be in MGMT 5330, and LO4 will be in MGMT 5323. The assessment of LO2 will start in the 2024-2025 academic year. The objective is for at least 80% of students to score 3.00 or better out of 5 for all MS in Project Management students.

Findings Description:

No findings. Assessment will be in the 2024-2025 academic year.

RELATED ITEM LEVEL 3

Action - LO1 Fundamentals

Action Description:

Begin assessment in the 2024-2024 academic year.

RELATED ITEM LEVEL 1

Learning Objective 3 - Decision-Making

Learning Objective Description:

Demonstrate analytic and decision-making skills.

RELATED ITEM LEVEL 2

ICF 3 - Decision Making

Indicator Description:

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Criterion Description:

Although several courses can be used to assess these learning objectives, subject to course schedules and enrollment, the assessment of LO1 will be in MGMT 5315, LO2 will be in MGMT 5318, LO3 will be in MGMT 5330, and LO4 will be in MGMT 5323. The assessment of LO3 will start in the 2024-2025 academic year. The objective is for at least 80% of students to score 3.00 or better out of 5 for all MS in Project Management students.

Findings Description:

No findings. Assessment will be in the 2024-2025 academic year.

RELATED ITEM LEVEL 3

Action - LO3 Decision Making

Action Description:

Begin assessment in the 2024-2024 academic year.

RELATED ITEM LEVEL 1

Learning Objective 4 - Critical Thinking

Learning Objective Description:

Demonstrate critical thinking and problems solving skills.

RELATED ITEM LEVEL 2

ICF 4 - Critical Thinking

Indicator Description:

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Criterion Description:

Although several courses can be used to assess these learning objectives, subject to course schedules and enrollment, the assessment of LO1 will be in MGMT 5315, LO2 will be in MGMT 5318, LO3 will be in MGMT 5330, and LO4 will be in MGMT 5323. The assessment of LO1 will start in the 2024-2025 academic year. The objective is for at least 80% of students to score 3.00 or better out of 5 for all MS in Project Management students.

Findings Description:

No findings. Assessment will be in the 2024-2025 academic year.

RELATED ITEM LEVEL 3

Action - LO2 Analysis

Action Description:

Begin assessment in the 2024-2024 academic year.

New Update to Previous Cycle's Plan for Continuous Improvement Item

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

Begin assessment in the 2024-2024 academic year.

**Update of Progress to the Previous Cycle's PCI:**

Begin assessment in the 2024-2024 academic year.

**New Plan for Continuous Improvement Item**

**Closing Summary:**

Begin assessment in the 2024-2024 academic year.