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Completing the Loop: IS Program Improvement through Outcomes Assessment

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WORKSHOP PROPOSAL FOR AMCIS 2010

Workshop title:	Completing the Loop: IS Program Improvement through Outcomes Assessment
Duration	( ) Full day (X)Half day (afternoon)

Abstract

Why are assessment results often not used to effect IS program improvement? Although both AACSB and ABET place great emphasis on the establishment of a systematic process for the collection and evaluation of academic program assessment data, moving assessment from a data collection activity to a mechanism for program improvement has proven to be a challenge for many programs.

The ultimate goal of program assessment is improvement of the academic program. Achieving this goal requires demonstrating how an assessment process affects the quality of the academic program.

This workshop will explore the barriers to effective use of assessment results for program improvement and will discuss strategies for addressing these barriers. In addition, different methods and tools that are currently being used to effectively "close the loop" will be presented.   Examples specific to the information systems curriculum will be used. Participants will be encouraged to discuss and share the "best assessment practices" developed at their institutions. Practical examples will be presented that help faculty establish effective mechanisms and processes for program improvement at their institutions.

Topics in the workshop include:

1.   **Barriers to "Closing the Loop" and Effective Program Improvement**
      * absence of trust
      * lack of commitment
      * avoidance of accountability
      * documentation overload

2.   **Securing Actionable Data**
      * Where in the program to assess?
      * Building assessment processes and tools
      * Vetting the assessment processes and tools
      * Continuous process improvement of the assessment process and tools

3.   **Closing the Loop – Proven Approaches**
      * *Planning.* How and when will faculty meet to discuss assessment results and

determine appropriate action?

* *Presentation of results.* How best do we present assessment results to spark meaningful debate?

* *Initiating action.* How do we use assessment results to initiate action aimed at improving the program?

* *Documentation.* How do we balance the need for documentation with the need to keep the documentation to a minimum effort?

* *Evaluation.* How do we clearly relate the results back to the intended educational outcomes?

Workshop leaders information

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Name:	Richard G. Mathieu (* corresponding workshop leader)
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Speakers' background, description of workshop, and envisioned activities during the workshop

The workshop leaders will lead an interactive workshop where different methods and tools currently being used to effectively "close the loop" will be presented. Examples specific to the information systems curriculum will be used. Participants will be encouraged to discuss and share the "best assessment practices" developed at their institutions. Practical examples will be presented that help faculty develop effective mechanisms for program improvement. The workshop will be a total of four hours in length.

Workshop Leaders Background:

Dr. George Kasper, Virginia Commonwealth University

Kasper has extensive experience in CS/IS accreditation. From 2002 to 2009 he was AIS Representative Director to CSAB where he served on both the Executive Committee and the International Committee. From 2003 to 2009 he served as one of approximately 20 CAC commissioners where he was Team Chair for at least one IS/CS accreditation visit annually. During this time he was also a member of the CAC Curriculum Committee formulating and consolidating program standards across CS, IS and IT. Co-founder AIS SIG Program Assessment and Accreditation (SIG PAA)

Dr. Carolyn Jacobson, Mount Saint Mary's University
Director of MBA and Adult Business Programs; ABET program evaluator; Co-founder AIS SIG Program Assessment and Accreditation (SIG PAA)

Dr. Paul Leidig
Director and Professor: School of Computing & Information Systems; Assistant Dean: Padnos College of Engineering & Computing; Commissioner – ABET CSAB

Dr. Richard G. Mathieu, James Madison University
ManTech Professor and Department Head; ABET program evaluator; co-founder
AIS SIG Program Assessment and Accreditation (SIG PAA). See:
http://cob2.jmu.edu/mathierg/

Special requirements
Note: Regular equipment includes a computer, projector and screen.

( ) Computers
(X) Internet access
( ) Others. Please specify: _____

Audience

Participants will be anyone involved in the program assessment process at their
institutions, either as a faculty member or as the lead person responsible for the
assessment process.
Maximum number of participants:_50___