

# **Administrative and Educational Support Report\***

**Department of CIS & QUMT**

**Annual Action Plan  
Annual Assessment Report**

**June 2007 – May 2008**

**\*Student Learning Outcomes for this department are available at  
<http://www.ie.utpa.edu/CoBALearningOutcomes.htm>**



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: **Department of Computer Information Systems and Quantitative Methods**

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master's and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: **College of Business Administration**

Unit Head: **Lester Rydl**

**Unit Mission:** Through a process of continuous improvement, the Department of Computer Information Systems and Quantitative methods seeks to provide a high quality, future-oriented education program that prepares its graduates with the necessary analytical, technical, and managerial background to function effectively in complex, culturally diverse, and technologically-oriented professional environments. The department values and encourages a balance of teaching; basic, applied, and pedagogical research; and service at a level consistent with both the university and college goals and objectives. We will strive to 1) Develop business and academic leaders who are qualified and committed to the improvement of society, 2) Produce scholarly research relevant to domestic and global business, and 3) Support professional, community, and university activities that contribute to economic progress, social improvement, and intellectual development.

**UTPA Goal:** Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Academic Affairs Objective:** 1.A. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and improving continuance as measured in the key outcome measures associated with student in continuance degree programs.

**College/AVP Objective:** 1.A. The COBA will develop and implement a systematic plan for collecting, reporting, benchmarking and continuously improving key outcome measures of student continuance in business degree programs.

**Department/COBA Objective:** 1.A.1. The Department of Computer Information Systems and Quantitative Methods will use the reports of student continuance in CIS and business degree programs provided by the COBA to improve student continuance.

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods)  | Measurable Outcomes<br>and Criteria for Unit<br>Objective   | Strategy(ies) to<br>Achieve Unit Objective  | Evaluation Methods for<br>Measurable Outcome   | New Resources<br>Needed in FY08  |
|---|---|---|--|--|
| <p>The Department of Computer Information Systems and Quantitative Methods will use outcome measures provided by the COBA to improve student continuance.</p> | <p>Increase CIS majors' 4-year graduation rate by 2 percent by the end of the 2007-08 academic year.</p> <p>Increase CIS majors' retention rate by 2 percent by the end of the 2007-2008 academic year.</p> <p>Increase CIS majors' persistence rates by 2 percent by the end of the 2007-2008 academic year.</p> | <p>To improve graduation, retention, and persistence rates, the CIS/QUMT Department will</p> <ol style="list-style-type: none"> <li>1) Update its recommended 4-year plans of study for students to follow and give to advisors and replace the one currently on the Web site by October 1<sup>st</sup> 2007.</li> <li>2) In the fall of 2007, continue giving RAC#s to those who attend mandatory advisement and preparing a degree plan for those who do not have one. Those not attending advisement sessions, will be given RAC#s after being advised by faculty and having a degree plan prepared.</li> <li>3) Support the COBA's student professional development program.</li> </ol> | <p>During the spring semester, the CIS/QUMT Department will use the COBA report that summarizes, analyzes and evaluates the national, state, peer and institutional graduation, retention, and persistence rates. The CIS/QUMT Department and the Dean's office will meet to determine effectiveness of the strategies in meeting targets and develop new target rates and new strategies, if needed by June 1<sup>st</sup>, 2008.</p> | <p>One additional full-time Academic Advisor trained in the CIS major and assigned to assist in advising CIS students at all levels.</p> |

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**UTPA Goal:**

Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Academic Affairs Objective:**

1.B. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and improving of the key outcome measures associated with enhancing student learning outcomes.

**College/AVP Objective:**

1.B. The COBA will develop and implement a plan for the collection, reporting, benchmarking, and improving of key outcome measures associated with enhancing student learning outcomes for business students.

**Department/COBA Objective:**

1.B.1. The Department of Computer Information Systems and Quantitative Methods will assist the COBA in collecting data to enhance student learning outcomes for CIS majors.

| Unit Objective<br>(Department of Computer Information Systems and Quantitative Methods)  | Measurable Outcomes and Criteria for Unit Objective  | Strategy(ies) to Achieve Unit Objective  | Evaluation Methods for Measurable Outcome                   | New Resources Needed in FY08       |
|--|--|--|---|------------------------------------|
| The Department of Computer Information Systems and Quantitative Methods will assist the COBA in collecting data to enhance student learning outcomes for CIS majors. | <p>The average student scores on the ETS exam will improve from the prior two-year ETS exam average by 5 percent.</p> <p>The average student scores on the ETS exam embedded questions will improve from the prior year by 5 percent, on average.</p> <p>Assist the COBA with an employer satisfaction survey and a student satisfaction survey during AY 2007-2008.</p> | <p>Continue to use the ETS exam with embedded questions to evaluate graduating CIS majors.</p> <p>Use results of ETS exam in quantitative area to review and revise statistics curriculum.</p> | Continue to develop SLOs for classes as well as CIS degree. | One part-time staff to enter data. |

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods) | Measurable Outcomes<br>and Criteria for Unit<br>Objective                             | Strategy(ies) to<br>Achieve Unit Objective   | Evaluation Methods for<br>Measurable Outcome | New Resources<br>Needed in FY08 |
|--|---|--|--|---------------------------------|
|  | Assist the COBA with business course diversity and ethics survey during AY 2007-2008. | Use student satisfaction survey, employer satisfaction survey, and business core diversity and ethics survey results to adjust class offerings and schedules, course content, and degree requirements. | Summarize survey results.                    |                                 |

**UTPA Goal:**

Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Academic  
Affairs  
Objective:**

1.C. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and improving of the key outcome measures associated with increasing access to our educational programs.

**College/AVP  
Objective:**

1.C. The COBA will develop and implement a plan for collecting, reporting, benchmarking, and improving key outcome measures associated with increasing high-quality student access to Department of Computer Information Systems and Quantitative Methods educational programs.

**Department/  
COBA  
Objective:**

1.C.1. The Department of Computer Information Systems and Quantitative Methods will assist the COBA in collecting data to increase high-quality student access to the COBA educational programs, in particular the CIS degree and statistics courses.

| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods) | Measurable Outcomes<br>and Criteria for Unit<br>Objective | Strategy(ies) to<br>Achieve Unit Objective | Evaluation Methods for<br>Measurable Outcome                      | New Resources<br>Needed in FY08 |
|--|---|--|---|---------------------------------|
| The Department of<br>Computer Information  | The number of internship<br>students will increase from   | The CIS/QUMT<br>Department will work       | The number of internships made<br>available to CIS majors and the | None                            |

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods)   | Measurable Outcomes<br>and Criteria for Unit<br>Objective  | Strategy(ies) to<br>Achieve Unit Objective  | Evaluation Methods for<br>Measurable Outcome  | New Resources<br>Needed in FY08  |
|--|--|---|---|--|
| <p>Systems and Quantitative Methods will assist the COBA in collecting data to increase high-quality student access to the COBA educational programs, in particular the CIS degree and statistics courses.</p> | <p>2 during 2006-2007 to 4 during 2007-08.</p> <p>Increase by 5 percent the number of CIS majors achieving one of the following quality measures:</p> <ol style="list-style-type: none"> <li>1) an ACT score of 24 or higher (75<sup>th</sup> percentile)</li> <li>2) an SAT score of 1100 (1650 new SAT) or above</li> <li>3) in the top 10 percent of graduating class.</li> <li>4) GMAT score of 610 or above (75<sup>th</sup> percentile)</li> </ol> <p>Develop QUMT 3343 to be taught online along with CIS 3380 during Fall of 2008.</p> | <p>with Career services to develop and publicize student internships.</p> <p>The Department of Computer Information Systems and Quantitative Methods will recruit high-achieving high school students by:</p> <ol style="list-style-type: none"> <li>1) Meeting with high school counselors to identify and target high-quality students</li> <li>2) Send CIS/QUMT Department student organization leaders to interact with and recruit high school students in business-related organizations</li> <li>3) Work with the Admissions Office to identify and target high-quality students</li> <li>4) Increase the number of scholarships designed specifically for high-achieving CIS majors.</li> </ol> <p>Continue to offer CIS 3390 and QUMT3343 during day and evening</p> | <p>students taking internships each semester will be examined during spring 2008.</p> <p>Use the student data provided by the Dean's office. (ACT, SAT, class rank and GMAT scores) to determine number of students achieving quality measures.</p> <p>In September, the AY 2007-2008 academic schedule will be examined to determine sufficiency</p> | <p>ACT, SAT, GMAT and class rank data of CIS majors is needed. Funding for student-recruiter activities, such as travel and promotional material, is also needed.</p> <p>Funds needed for training of faculty to teach online courses.</p> |

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods) | Measurable Outcomes<br>and Criteria for Unit<br>Objective  | Strategy(ies) to<br>Achieve Unit Objective   | Evaluation Methods for<br>Measurable Outcome   | New Resources<br>Needed in FY08                            |
|--|--|--|--|--|
|  | CIS/QUMT faculty to become involved in teaching development activities and teaching innovations. | every semester including summers<br><br>Faculty will be encouraged to participate in teaching development activities such as online course training and course innovation. | of night, weekend and online course offerings for the year to ensure that students will be able to graduate taking courses only at those times.<br><br>The number of faculty participating in teaching development activities will be determined and used as a benchmark for subsequent years. | Possible need for funding for faculty to attend workshops. |

**UTPA Goal:**

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

**Academic  
Affairs  
Objective:**

2.A. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to improve the production and dissemination of scholarly and creative works as measured in the key outcome measures.

**College/AVP  
Objective:**

2.A. The COBA will develop and implement a plan for collecting, reporting, benchmarking, and improving the production and dissemination of scholarly and creative works.

**Department/  
COBA  
Objective:**

2.A.1. The Department of Computer Information Systems and Quantitative Methods will increase the production and dissemination of scholarly and creative works.

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods)   | Measurable Outcomes<br>and Criteria for Unit<br>Objective  | Strategy(ies) to<br>Achieve Unit Objective   | Evaluation Methods for<br>Measurable Outcome   | New Resources<br>Needed in FY08  |
|--|--|--|--|--|
| <p>The Department of Computer Information Systems and Quantitative Methods will increase the production and dissemination of scholarly and creative works.</p> | <p>By May 2008, increase the number of scholarly activities by TT/Tenured faculty by 5% over the last academic year based on the following key indicators:</p> <ul style="list-style-type: none"> <li>a. number of refereed works in target journals</li> <li>c. number of state, regional, national and international presentations.</li> <li>d. number of books</li> <li>e. number of book chapters</li> </ul> | <p>Provide data for the COBA's database of faculty news and research.</p> <p>The Department will work to increase the number of scholarly activities published or presented.</p> | <p>Data from the COBA's database will be used to amend target numbers or strategies for the subsequent year.</p> <p>Assist with revising the merit policy by April 15, 2008.</p> <p>Determine the AQ and PQ status of CIS/QUMT faculty</p> <p>In 2007-08, research production will decrease as 1 tenured associate professor has resigned, 2 will retire in January 2008, and 2 more in August 2008. In addition 1 is on terminal contract. AY 2007-08.</p> <p>These resignation and retirements will have a negative impact on faculty retention!</p> | <p>Research and travel funds to support research and presentations at conferences.</p> |

**UTPA Goal:**

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

**Academic  
Affairs  
Objective:**

2.B. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to improve acquisition of external funds as measured in the key outcome measures.

**College/AVP**

2.B. The COBA will develop and implement a plan for collecting, reporting, benchmarking, and improving the acquisition of

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**Objective:** external funds.

**Department/COBA Objective:** 2.B.1. The Department of Computer Information Systems and Quantitative Methods will continue to renew external funds and seek additional contributors.

| Unit Objective<br>(Department of Computer Information Systems and Quantitative Methods)  | Measurable Outcomes and Criteria for Unit Objective   | Strategy(ies) to Achieve Unit Objective   | Evaluation Methods for Measurable Outcome  | New Resources Needed in FY08  |
|--|---|---|--|---|
| The Department of Computer Information Systems and Quantitative Methods will continue to renew external funds and seek additional contributors and develop programs to generate funds. | <p>The Department of Computer Information Systems and Quantitative Methods will strive to secure more external funds through grants and increase the number of faculty with intra and inter University collaborative projects.</p> <p>Secure funds from a certification program for security.</p> | <p>The Department of Computer Information Systems and Quantitative Methods will work with the Office of Sponsored Projects to determine grant opportunities and publicize grant-writing workshops.</p> <p>Develop continuing education class and certification in security. Expand business consulting projects from CIS4336.</p> | <p>The faculty accomplishments database will be examined by May 15<sup>th</sup>, 2008 to determine the number of faculty grants and awards and the number of inter and intra University collaborations. The number will be used to revise targets and strategies, as needed.</p> <p>Determine success by amount of funds donated or generated.</p> | <p>None</p> <p>Funds to advertise program, pay instructor, and other overhead expenses.</p> |

**UTPA Goal:** Enhance UTPA's engagement with the community to meet challenges and maximize opportunities.

**Academic Affairs Objective:** 3.A. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to increase credit and non-credit offerings as measured in the key outcome measures.

**College/AVP:** 3.A. The College will develop and implement a plan for collecting, reporting, benchmarking, and improving the number of credit

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**Objective:** and non-credit course offerings.

**Department/COBA Objective:** 3.A.1. The Department of Computer Information Systems and Quantitative Methods will increase the number of credit and non-credit course offerings.

| Unit Objective<br>(Department of Computer Information Systems and Quantitative Methods)   | Measurable Outcomes and Criteria for Unit Objective  | Strategy(ies) to Achieve Unit Objective  | Evaluation Methods for Measurable Outcome  | New Resources Needed in FY08   |
|---|--|--|--|--|
| The Department of Computer Information Systems and Quantitative Methods will increase the number of credit and non-credit course offerings. | See objective 1C for nontraditional course offerings.<br><br>The Department of Computer Information Systems and Quantitative Methods will determine the need for certification and CEUs by Dec.2008. | See strategy for objective 1C for nontraditional course offerings.<br><br>The Department of Computer Information Systems and Quantitative Methods will encourage certification or professional CEU education through a revenue sharing program, if possible, | The number of courses offered at nontraditional times/methods will be examined by the Dean's office by May 15 <sup>th</sup> 2008.<br><br>The number of proposed offerings and the expected revenue will be examined to determine the economic feasibility of such offerings. | Start-up funds<br><br>Revenues generated from noncredit offerings will be used to compensate course offerings participants (faculty, student assistants, departments). |

**UTPA Goal:** Enhance UTPA's engagement with the community to meet challenges and maximize opportunities.

**Academic Affairs Objective:** 3.B. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to increase credit and non-credit offerings as measured in the key outcome measures.

**College/AVP** 3.B. The COBA will develop and implement a plan for collecting, reporting, benchmarking, and improving the integration of

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**Objective:** University and community resources.

**Department/COBA Objective:** 3.B.1. The CIS/QUMT Department will improve the integration of University and community resources.

| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods)   | Measurable Outcomes<br>and Criteria for Unit<br>Objective  | Strategy(ies) to<br>Achieve Unit Objective  | Evaluation Methods for<br>Measurable Outcome   | New Resources<br>Needed in FY08 |
|--|--|---|--|---------------------------------|
| <p>The CIS/QUMT Department will improve the integration of University and community resources.</p> | <p>The Department of Computer Information Systems and Quantitative Methods will establish a Business Advisory Group.</p> <p>The Department will measure service by:</p> <ul style="list-style-type: none"> <li>a. number of community-based activities, such as guest speakers in class and student projects for businesses</li> <li>b. number of faculty memberships on advisory boards</li> <li>c. number of faculty engaged in discipline specific consulting</li> <li>d. number of faculty holding office in professional organizations</li> </ul> | <p>The Department of Computer Information Systems and Quantitative Methods will establish a Business Advisory Group</p> <p>The Department of Computer Information Systems and Quantitative Methods will use COBA's "Community Connection" database to involve faculty in service projects.</p> <p>The CIS/QUMT Department will assist the COBA with the Business Symposium held in conjunction with HESTEC in fall 2007 and with networking events during the AY 2007-2008.</p> | <p>During the spring 2008 semester, the CIS/QUMT Department will evaluate the information contained in the Community Connection database to determine community involvement.</p> |                                 |

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods) | Measurable Outcomes<br>and Criteria for Unit<br>Objective     | Strategy(ies) to<br>Achieve Unit Objective | Evaluation Methods for<br>Measurable Outcome | New Resources<br>Needed in FY08 |
|--|---|--|--|---------------------------------|
|  | e. number of faculty<br>serving on editorial review<br>boards |  |  |                                 |

**UTPA Goal:** Collaborate with P-12 schools to enlarge the pool of applicants who are personally prepared and academically qualified for higher education.

**Academic  
Affairs  
Objective:** 4.A. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to improve the pool of qualified applicants as measured in the key outcome measures.

**College/AVP  
Objective:** 4.A. The Department of Computer Information Systems and Quantitative Methods will develop and implement a plan to improve the pool of qualified student applicants.

**Department/  
COBA  
Objective:** 4.A.1. The Department of Computer Information Systems and Quantitative Methods will develop and implement a plan to improve the pool of qualified student applicants.

| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods)            | Measurable Outcomes<br>and Criteria for Unit<br>Objective   | Strategy(ies) to<br>Achieve Unit Objective  | Evaluation Methods for<br>Measurable Outcome         | New Resources<br>Needed in FY08               |
|---|---|---|--|---|
| The Department of<br>Computer Information<br>Systems and<br>Quantitative Methods will<br>assist the COBA to | The Department of<br>Computer Information<br>Systems and Quantitative<br>Methods will participate in 5<br>recruitment activities at | AITP will be asked to<br>send three students to at<br>least 5 high school<br>recruiting events during<br>AY 2007-2008 | Increase in majors and minors will<br>be determined. | Promotional items are<br>needed as giveaways. |

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods) | Measurable Outcomes<br>and Criteria for Unit<br>Objective                  | Strategy(ies) to<br>Achieve Unit Objective   | Evaluation Methods for<br>Measurable Outcome | New Resources<br>Needed in FY08 |
|--|--|--|--|---------------------------------|
| improve the pool of qualified student applicants.  | Valley high schools and will attend new student orientation each semester. | <p>Current Master level students will be asked to help recruit our undergraduate students to our MBA program.</p> <p>Current PhD students will be asked to help recruit MBA students to our PhD program.</p> |  |                                 |

**UTPA Goal:** Infuse Inter-American and global perspectives throughout the University community.

**Academic Affairs Objective:** 5.A. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to enhance access to inter-American and global perspectives as measured in the key outcome measures.

**College/AVP Objective:** 5.A. The COBA will develop and implement a plan to collect, report, benchmark and enhance business student access to inter-American and global perspectives.

**Department/COBA Objective:** 5.A.1. The Department of Computer Information Systems and Quantitative Methods will enhance business student access to inter-American and global perspectives with information provided by the COBA.

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods)   | Measurable Outcomes<br>and Criteria for Unit<br>Objective  | Strategy(ies) to<br>Achieve Unit Objective   | Evaluation Methods for<br>Measurable Outcome   | New Resources<br>Needed in FY08   |
|--|--|--|--|---|
| <p>The Department of Computer Information Systems and Quantitative Methods will enhance business student access to inter-American and global perspectives.</p> | <p>A benchmark for the amount of core business class time devoted to cultural/diversity issues will be established based on a survey of core business course faculty.</p> <p>The number of partnerships between Department of Computer Information Systems and Quantitative Methods and its faculty and foreign universities will be increased .</p> <p>One CIS or QUMT faculty will participate in a faculty experience in a foreign country.</p> | <p>As noted in Objective 1B, the Department of Computer Information Systems and Quantitative Methods will use data provided by the COBA to monitor time spent on cultural/diversity issues.</p> <p>The Department of Computer Information Systems and Quantitative Methods will initiate a partnership with one foreign university during the 2007-2008 AY.</p> <p>The Department of Computer Information Systems and Quantitative Methods will encourage visiting professors on campus by January 2008.</p> <p>The Department of Computer Information</p> | <p>The results of a survey of core business course faculty will be used to set a benchmark for program coverage of global/diversity issues.</p> <p>The number of partnerships with foreign universities, the number of visiting professors, the number of students participating in a study abroad program and the number of faculty engaged in teaching abroad experiences for AY 2007-2008 AY will be determined by the Dean's office before May 15<sup>th</sup>, 2008 and changes will be made to the target or the strategy as needed.</p> | <p>Funding to support visiting scholars.</p> <p>Funding for travel and possibly salary.</p> |

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods) | Measurable Outcomes<br>and Criteria for Unit<br>Objective | Strategy(ies) to<br>Achieve Unit Objective  | Evaluation Methods for<br>Measurable Outcome | New Resources<br>Needed in FY08 |
|--|---|---|--|---------------------------------|
|  |   | <p>Systems and Quantitative Methods will work with the Office of International Programs to publicize study abroad programs.</p> <p>The Department of Computer Information Systems and Quantitative Methods will work with the Office of International Programs to create opportunities for faculty to teach courses in partner universities.</p> <p>The Department of Computer Information Systems and Quantitative Methods will also encourage faculty to apply for Fulbright opportunities.</p> |  |                                 |

**UTPA Goal:**

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

**Academic  
Affairs  
Objective:**

6.A. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to optimize offerings through careful planning as measured in the key outcome measures.

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**College/AVP Objective:**

6.A. The COBA will develop and implement a plan to collect, report, benchmark and optimize course offerings.

**Department/COBA Objective:**

6.A.1. The Department of Computer Information Systems and Quantitative Methods will continue to optimize course offerings.

| Measurable Outcomes and Criteria for Unit Objective   | Strategy(ies) to Achieve Unit Objective  | Evaluation Methods for Measurable Outcome                         | New Resources Needed in FY08 |
|---|--|---|------------------------------|
| A 3-year schedule of Department of Computer Information Systems and Quantitative Methods course offerings will be developed each January. | The Chair's office will develop a three-year schedule of course offerings by January 2008. | Three-year schedules will be published each January.              | None                         |
| No more than 2 unfunded courses that require faculty resources will be offered during AY 2007-2008.                                       | When possible, TA or part-timer will be used to teach small classes.                       | Count number of "small" classes listed on the small class report. |                              |

**UTPA Goal:**

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

**Academic Affairs Objective:**

6.B. The Provost Office will support the Colleges (and departments) to establish a systematic methodology for the collection, reporting, benchmarking, and to recruit and retain quality faculty as measured in the key outcome measures.

**College/AVP Objective:**

6.B. The COBA will develop and implement a plan to collect, report, benchmark and optimize course offerings

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**Department/  
COBA  
Objective:**

6.B.1. The Department of Computer Information Systems and Quantitative Methods will continue to monitor and optimize course offerings.

| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods)                          | Measurable Outcomes<br>and Criteria for Unit<br>Objective   | Strategy(ies) to<br>Achieve Unit Objective  | Evaluation Methods for<br>Measurable Outcome   | New Resources<br>Needed in FY08  |
|---|---|---|--|--|
| <p>The Department of Computer Information Systems and Quantitative Methods will continue to optimize course offerings</p> | <p>The Department of Computer Information Systems and Quantitative Methods will make initial offers to new faculty by February, 2008.</p> <p>The Department of Computer Information Systems and Quantitative Methods had great success in hiring for 2006-07 and 2007-08</p> <p>The Department of Computer Information Systems and Quantitative Methods will maintain the number of new tenured/tenure track faculty who remain at UTPA for 5 years.</p> <p>The Department of Computer Information Systems and Quantitative Methods will identify University administrative-controlled problems that affect hiring new, high-</p> | <p>CIS/QUMT will have Recruitment Plans approved by the Dean's office no later than September 15, 2008.</p> <p>For 2006-07 2 CIS and 1 QUMT assistant professors hired along with 2 lecturers. For 2007-08, 1 CIS assistant professor and 1 stat lecturer were hired.. All open positions were filled.</p> <p>All new Department of Computer Information Systems and Quantitative Methods faculty will participate in the New Faculty Support Program</p> | <p>The number of new faculty hires and their rank will be examined.</p> <p>Tenure track faculty retention will be reported to the dean.</p> <p>All administrative problems encountered in faculty selection/hiring/processing will be forwarded to the dean.</p> | <p>None</p> <p>Pay increases for Tenure track faculty at start of second year not third year.</p> <p>Retention rates will fall due to "old" faculty retirements, four during the AY 07-08.</p> |

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| Unit Objective<br>(Department of<br>Computer Information<br>Systems and<br>Quantitative Methods) | Measurable Outcomes<br>and Criteria for Unit<br>Objective | Strategy(ies) to<br>Achieve Unit Objective   | Evaluation Methods for<br>Measurable Outcome | New Resources<br>Needed in FY08 |
|--|---|--|--|---------------------------------|
|  | quality faculty, processing them, and retaining them.     | Department Chair and faculty selection committee members will provide a list of problems encountered during the selection/hiring process by November 30, 2007 to the dean. |  |                                 |

# AES FY08 Assessment Results Report

## UTPA

### Dept - CIS & QUMT

**Unit Mission:** Through a process of continuous improvement, the Department of Computer Information Systems and Quantitative methods seeks to provide a high quality, future-oriented education program that prepares its graduates with the necessary analytical, technical, and managerial background to function effectively in complex, culturally diverse, and technologically-oriented professional environments. The department values and encourages a balance of teaching; basic, applied, and pedagogical research; and service at a level consistent with both the university and college goals and objectives. We will strive to 1) Develop business and academic leaders who are qualified and committed to the improvement of society, 2) Produce scholarly research relevant to domestic and global business, and 3) Support professional, community, and university activities that contribute to economic progress, social improvement, and intellectual development.

**Unit Head:** Kai Koong

**College:** College of Business Administration

**Division:** Division of Academic Affairs

| Intended Outcomes  | Means of Assessment & Criteria for Success / Tasks   | AES Assessment Results  | Use of Result & Follow-Up   |
|--|--|---|---|
| <p>Dept - CIS &amp; QUMT - Scholarly Productivity - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will increase the production and dissemination of scholarly and creative works.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. Update the list of target journals by May each year.<br/>2. Encourage co-authorship among faculty and students.<br/>3. Provide faculty with research assistants.<br/>4. Newly hired doctorates will teach a maximum of 6 credit hours in year one and</p> | <p><b>Assessment Method:</b><br/>1. Target journal list will be consistent with COBA mission and discipline standards and expectations.<br/>2. Number of publications in target journals, other journals, books, and conference proceedings and presentations.<br/>3. Number of faculty and students publishing in journals, books, and conference proceedings and presentations.<br/>4. Number of grant publications and number of faculty success.</p> <p><b>Criterion for Success:</b><br/>1. Number of scholarly activities by tenure-track and tenured faculty and students will increase by 5% each year based on the following key indicators:<br/>a. number of refereed works in target journals<br/>b. number of state, regional, national and international presentations.</p> | <p>09/04/2008 - Merit policy was not revised because direction from the Dean was received only in Summer 2008. Faculty discussed proposal to have merit be determined in the department level at the Fall 2008--09 Faculty Meeting. Faculty decided to defer decision on adoption due to insufficient information.</p> <p>With the exception of 3 classes, all sections are taught by AQ/PQ certified faculty</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> | <p>09/04/2008 - Two Recruiting Committees have been formed. EEO training has been completed. Job descriptions are currently being generated and are to be completed in late September. Recruitment will be at major CIS and QUMT conferences. Targeted completion date of the hiring process is March 1, 2009.</p> <hr/> <p>09/04/2008 - Faculty asked that the Dean be invited to address the department in Fall 2008 about the proposal to have merit be moved to the department and chair level. Dean will be invited to next faculty meeting.</p> |
|  |  | <p>09/03/2008 - In Spring 2008, faculty completed and voted in two target journal lists (One for CIS and one for QUMT) for future merit, promotion, and tenure decisions. This list was accepted as the initial checklist and is not an all exclusive listing.</p>  | <p>09/03/2008 - Formed search Committees and requested the support of the Provost to allow replacement of all 4 positions and that we be allowed to have vacancies to be "Open till filled" status to ensure that all positions</p>   |

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| <p>will not have university or college-wide committees during the first year.</p> <p>5. Provide start-up funds to all new faculty hires to support research.</p> <p>6. Assist tenure-track faculty in the securing of seed money from internal or external funding sources.</p>   | <p>c. number of books and chapters</p> <p>2. Number of grants will increase each year by 1.</p>   | <p>Including multiple counts due to co-authorships by faculty), total number of reported journal articles was 18, proceedings articles was 16, and book chapters was 2.</p> <p>Successfully recruited two tenure track faculty to replace the 6 that retired or were terminated. Hired one instructor and one visiting faculty. Composition included one female Hispanic, one female Asian, one male Hispanic and one male African so diversity goal of university was attained.</p> <p><b>Result Type:</b><br/>Inconclusive<br/><b>Next Step:</b><br/>Continue Current Strategy(s)</p>  | <p>are being filled.</p> <hr/> <p>09/03/2008 - Year 2007-08 target journal lists and number of articles produced are used as the base index for improving performance.</p> <p>Review and monitor journal lists with faculty (junior faculty in particular) to improve merit, tenure, and promotion rates in the department.</p> <hr/> |
| <p>Dept - CIS &amp; QUMT - Acquisition of External Funds - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will continue to renew external funds and seek additional contributors and develop programs to generate funds.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. The Department of Computer Information Systems and Quantitative Methods will partner with the Office of Sponsored Projects to obtain external grant opportunities and publicize grant-writing workshops.</p> <p>2. Support faculty in the writing of</p> | <p><b>Assessment Method:</b></p> <p>1. Number of faculty grants and awards from external and internal sources. The number will be used to revise targets and strategies, as needed.</p> <p>2. Amount of funds donated or generated.</p> <p>3. Number of consulting projects and work-for-hire done by faculty and students.</p> <p>4. Number of continuing education classes for CEUs.</p> <p><b>Criterion for Success:</b></p> <p>1. Each year, at least fifty percent of the tenure track faculty will write a proposal to secure an internal grant. At least fifty percent of the attempts will be successful.</p> <p>2. Each year, the department will be able to secure at least two external corporate or community grants.</p> | <p>09/04/2008 - One faculty (Dr. Hughes) initiated an opportunity for UTPA to participate in a security project at RIT that was funded by a federal grant. RIT grant requires that the partnering institution be interested in developing an information assurance program. Due to the direction of the program at UTPA, this opportunity was determined to be not appropriate at this time. Also, continuing education class and certification program in security is also determined to be not feasible due to faculty shortage. Faculty members will pursue research and grant opportunities in business intelligence instead.</p> <p><b>Result Type:</b><br/>Criterion Not Met<br/><b>Next Step:</b><br/>Mark Outcome as No Longer Desired<br/><b>Resources Needed - Travel:</b><br/>Funds to attend grantsmanship workshop</p> <hr/> <p>09/03/2008 - Total number of internal grants submitted in 2008-09 was 3. Two faculty (Dr. Wang and Dr. Midha) received funds from the</p> | <p>09/04/2008 - Have at least one faculty person attend a grant writing workshop or conference to explore external grants. Meanwhile, encourage faculty to write internal grants to get seed money.</p> <hr/> <p>09/03/2008 - Encouraged faculty to apply for internal grants. Requested Dr. Wang to provide</p>                      |

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| <p>internal grants.</p> <p>3. In consultation with the Office of External Affairs, faculty will participate in the solicitation of community grants offered by area companies.</p> <p>4. Develop continuing education class by 2010.</p> <p>5. Encourage and support faculty engagement in consulting and students involvement in work-for-hire projects.</p>   | <p>3. Each year, the department will have at least two opportunities for faculty consulting.</p> <p>4. Each year, the department will have at least two opportunities for students to engage in work-for-hire opportunities.</p> <p>5. One continuing education class or initiative by 2010.</p>   | <p>Faculty Development Council. Compared to the previous year, this was a 100 percent increase.</p> <p>Total number of external grants submitted was 3. All 3 grants were successful. Two were continuations (two Scholarship and Enhancement grant by Dr. Koong to Xerox and to TYson Foods and one Enhancement by Dr. Koong and Dr. Liu to Saint Gobain). Compared to last year, this was a 33 percent increase.</p> <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p>   | <p>assistance to other faculty applying for internal grants to maximize success rates.</p> <hr/> <p>09/03/2008 - Added grant generation as a criteria that can be used for merit, promotion, and tenure.</p> <hr/> <p>09/03/2008 - Held meetings with Career Placement and Office of Development to solidify relationships with Tyson Foods, Xerox Corporation, and Saint Gobain to ensure continuous inflow of scholarship and enhancement money.</p>                                   |
| <p>Dept - CIS &amp; QUMT - Access - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will assist the COBA in collecting data to increase high-quality student access to the COBA educational programs, in particular the CIS degree and statistics courses.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. The Department of Computer Information Systems and Quantitative Methods will recruit high-achieving high school students by meeting with high school counselors to identify and target high-quality students.</p> | <p><b>Assessment Method:</b></p> <p>1. Increases in student enrollment (SCHs and head count) at all levels. Based year is 2007-2008.</p> <p>2. Use of standardized examination (GMAT, ACT, SAT, ETS, etc) to assess quality of admitted students. Base year is 2007-2008.</p> <p>3. Number of online courses, weekend classes, and summer classes.</p> <p>4. Number of internships made available to CIS majors and the students taking internships each semester.</p> <p>5. The number of faculty participating in teaching development activities. Base year will be 2007-2008.</p> <p><b>Criterion for Success:</b><br/>1. Enrollment will increase 2 percent a year.</p> | <p>09/03/2008 - One faculty (Dr. Ahluwalia) participated in the UTTC Training in Austin and developed an online course for delivery in Fall 2008.</p> <p>CIS faculty (Drs. Koong, Liu, Sun, Wang, and Ahluwalia) and doctoral students (Ms. Yunis and Ms. De la Vega) participated in the Keynote Session about Online Delivery by UTTC Director at SWDSI in Houston, Texas.</p> <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> <p><b>Resources Needed - Travel:</b><br/>Funds for travel to online workshops</p> <hr/> <p>09/03/2008 - Instead of CIS 3343 and CIS 3380, CIS 3312 was targeted for online delivery and course is being offered in Fall 2008. CIS 3312 has a greater reach because it is being offered through the UTTC System. Class was full.</p> <p><b>Result Type:</b><br/>Inconclusive</p> | <p>09/03/2008 - Partner with the Dean's Office and the CDL Office at UTPA to send additional faculty to training in Austin. Initiated meeting with CDL staff about additional online course delivery at UTPA in late September 2008.</p> <hr/> <p>09/03/2008 - Continue to offer CIS 3312 as an online course due to its ability to reach non-UTPA students as well as having it as an alternative to cater to the increasing population of non-traditional students on this campus.</p> |

| Intended Outcomes   | Means of Assessment & Criteria for Success / Tasks  | AES Assessment Results  | Use of Result & Follow-Up   |
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| <p>2. Send CIS/QUMT Department student organization leaders to interact with and recruit high school students in business-related organizations</p> <p>3. Partner with the Admissions Office to identify and target high-quality students.</p> <p>4. Increase the number of scholarships designed specifically for high-achieving CIS majors.</p> <p>5. The CIS/QUMT Department will work with Career services to develop and publicize student internships.</p> <p>6. Offer more online classes.</p> <p>7. Participate in College Readiness initiatives.</p> <p>8. Tutoring opportunities at student-friendly hours.</p> | <p>2. Number of admitted astudents will increase 1 percent a year with:</p> <p>a. an ACT score of 24 or higher (75th percentile)</p> <p>b. an SAT score of 1100 (1650 new SAT) or above</p> <p>c. in the top 10 percent of graduating class.</p> <p>d. GMAT score of 450 or above (AACSB for MBA)</p> <p>e. GMAT score of 550 or abopve (AACBS for PHD)</p> <p>3. Number of internship students will increase by 1 each year.</p> <p>4. At least 80 percent of CIS/QUMT faculty will be involved in teaching development activities and teaching innovations each year.</p>                     | <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> <p>09/03/2008 - Students about ACT scores, SAT scores, GMAT scores (in particular) and being on the top 10 percent criteria are found to be poor assesment variables.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Mark Outcome as No Longer Desired</p> <p>09/03/2008 - In 2007-08, two students participated in internship opportunities.</p> <p>In Fall 2007, one student participated in a virtual intership with Tyson Foods, the first of its kind at the company as well as at UTPA.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> | <p>09/03/2008 - Replace admission criteria with placement variables such as salaries, days to employment, etc. as assessment criteria for future output measurement.</p> <p>09/03/2008 - Requested of Tyson Foods to continue the experimental virtual internship program.</p> <p>Department Chair visited executives at Tyson Food, Walmart, and Saint Gobain to explore additional internship slots and scholarship opportunities.</p>  |
| <p>Dept - CIS &amp; QUMT - Degree Programs - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will use outcome measures provided by the COBA to improve student continuance.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. To improve graduation, retention, and</p>  | <p><b>Assessment Method:</b><br/>1. During the spring semester, the CIS/QUMT Department will use the COBA report that summarizes, analyzes and evaluates the national, state, peer and institutional graduation, retention, and persistence rates. The CIS/QUMT Department and the Dean will meet to determine effectiveness of the strategies in meeting targets and develop new target rates and new strategies in May each year.</p> <p>2. Number of low performing students and referrals to URAP.</p> <p><b>Criterion for Success:</b><br/>1. The 4-year graduation rate of CIS majors</p> | <p>09/01/2008 - The retention rate in CIS was about 75 percent and this is the base year outcome.</p> <p>Number of CIS majors added average about 2 a month so goal appears to be met.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> <p><b>Resources Needed - Maintenance &amp; Operation:</b><br/>Need for a laboratory that can accommodate 50 computers and cutting ege software</p>   | <p>09/02/2008 - Establish 2007-08 as the base year for the review of all future outcomes.</p> <p>09/01/2008 - Review outcomes with faculty and staff to change in the structure of course offerings and sequencing of classes in the CIS major for continuous content improvement.</p> <p>08/20/2008 - Review with faculty and staff to restructure curriculum and course offerings to enhance access and success (recruitment, retention, persistence and throughput rates).</p> |

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| <p>persistence rates, the CIS/QUMT Department will update its recommended 4-year plans of study for students, university advisors, and faculty by January of each academic year.</p> <p>2. The new updated plan will be uploaded to the University Website by January of each year.</p> <p>3. Students must attend mandatory advisement and orientation each semester.</p> <p>4. Students will have to complete a degree plan in the first semester of joining the program.</p> <p>5. Student involvement in professional development programs will be encouraged and supported.</p> <p>6. "At risk" students will be referred to URAP for intervention.</p> | <p>will increase by 2 percent each year. Base year is 2007-08.</p> <p>2. The retention rate will increase by 2 percent. Base year is 2007-2008.</p> <p>3. The persistence rates will increase by by 2 percent. Base year is 2007-2008.</p> <p>4. Number of low performing student will be less than 5 each year.</p> |   |   |
| <p>Dept - CIS &amp; QUMT - SLOs - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will assist the COBA in collecting data to enhance student learning outcomes for CIS majors.</p> <p><b>Outcome Types:</b><br/> Administrative - Fiscal Year 2008<br/> Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/> 06/01/2007</p> <p><b>Outcome Status:</b><br/> Active/Ongoing</p> <p><b>Strategies:</b><br/> 1. Use the ETS exam with embedded questions to evaluate graduating CIS</p>   | <p><b>Assessment Method:</b><br/> Conduct Program Review for CIS degree.</p> <p>Conduct review of SLOs for all CIS and QUMT classes</p>  | <p>09/02/2008 - One hundred percent of syllabus have SLOs that are consistent with CoBA, CISQUMT as well as AITP guidelines and accreditation expectations. Students in CIS majors took the ETS assessment tests and throughout 2007-08, CIS majors scored within plus and minus 1 point of the national average.</p> <p>CIS majors took the department wide assessment examination and they were used as the baseline measures for the next year.</p> <p>With the exception of programming classes, diversity and ethics are covered in all CIS classes.</p> | <p>09/03/2008 - Review and revision of SLOs to ensure alignment with national models provided by AITP, AACSB, and SACS.</p> <p>Review and monitored diversity in the hiring of new faculty.</p> <p>Based on several offsite corporate and student intern feedback (Summer), added CIS 3300 (Internship) class into Fall 2008 schedule. SLO of this course is being revised to ensure quality and compliance with accreditation standards.</p> |

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| <p>majors.</p> <p>2. Use results of ETS exam in quantitative and information systems areas to review and revise statistics and information system curriculum.</p> <p>3. Use student satisfaction survey, employer satisfaction survey, and business core diversity and ethics survey results to monitor course content and degree requirements.</p> <p>4. Consult with corporate partners to review currency of curricula.</p>                          | <p>Summarize survey results.</p> <p><b>Criterion for Success:</b><br/>Average student scores on the ETS exam will improve from the prior two-year ETS exam average by 5 percent. Base year is 2006-2008.</p> <p>Average student scores on the ETS exam embedded questions will improve from the prior year by 5 percent, on average. Base year is 2006-2008.</p> <p>Develop and pilot an employer and students CISQUMT survey by May 2009.</p> <p>At least 80 percent of the employers and students will complete the annual survey with "Good" or "Excellent".</p> <p>Program Review and SLO reviews will be completed by Spring 2009.</p> | <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p>  | <p>09/02/2008 - Review of outcomes with faculty in October to develop a formal and systematic major field assessment instrument.</p> <p>To improve student performance, develop database of bi-lingual terminology for general CIS classes throughout 2008-2009 Academic Year.</p> <p>Remind faculty to review and monitor SLOs to ensure currency and compliance with accreditation requirements.</p> |
| <p>Dept - CIS &amp; QUMT - Credit and Non-credit Course Offerings - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will increase the number of credit and non-credit course offerings.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> | <p><b>Assessment Method:</b></p> <ol style="list-style-type: none"> <li>Number of courses offered in the evenings and on the weekends.</li> <li>Number of online courses.</li> <li>Number of new doctoral and masters level courses.</li> <li>Number of courses offered for CEUs by 2010 and amount of money generated.</li> </ol> <p><b>Criterion for Success:</b></p> <ol style="list-style-type: none"> <li>Each semester, at least one</li> </ol>   | <p>09/02/2008 - In 2007-08, one online class (CIS 3390) was offered. By May 2008, it was economically feasible to offer CIS 3312 online and this online class was offered in Fall 2008. A survey was given to students during the March Mandatory Student orientation. Two classes (CIS 3343 and CIS 1301) were offered on Saturdays in Fall 2008.</p> <p>In the Summer of 2008, CIS 1301 was taught at Hidalgo High School (College Readiness Project) by three faculty. SCH grew about 35 percent. This was the only growth in number of credit</p> | <p>09/02/2008 - Review of course offering outcomes with faculty, Dean and Provost in September 2008 to get new faculty lines and equipment.</p> <p>Generate posting for the recruitment of replacement faculty by October 2008 to recruit at DSI and other conferences.</p> <p>Develop proposal to offer CIS 1301 at Hidalgo High School during</p>  |

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| <p><b>Strategies:</b></p> <p>1. The CISQUMT Department will increase number of classes offered in the evening and weekends.</p> <p>2. The Department of Computer Information Systems and Quantitative Methods will encourage certification or professional CEU education through a revenue sharing program by 2010.</p> <p>3. The number of doctoral courses and master degree courses will be increased to better accommodate the increasing number of new students admitted each year.</p> <p>4. Increase number of courses that can be delivered via online technologies.</p> | <p>undergraduate or one masters level course will be offered on the weekend.</p> <p>2. Each semester, at least two online courses will be offered.</p> <p>3. One CEU initiative will become a reality by Fall 2010.</p>   | <p>offerings as well as SCH.</p> <p>Total number of classes were the same as a year ago due to the termination of one faculty member. In Spring 2008, more classes were cancelled because of the retirement of 2 faculty members. In Fall 2008, the number of classes were again reduced of the termination and retirement of 3 other faculty members. Department has a severe faculty shortage problem because we were able to recruit only two new faculty members plus two visiting positions for the 2008-09 year.</p> <p>Need for certifications and CEU classes were not look into because of the shortage of faculty.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Add New Strategy</p> <p><b>Resources Needed - Classified</b><br/>Hiring full-time faculty. Minimum 4 replacements</p> | <p>summer of 2009 and send at least one faculty to develop an online version of CIS 1301 to be offered in Spring 2009.</p>  |
| <p>Dept - CIS &amp; QUMT - Professional and Community Participation - Systematic Methodology - The CIS/QUMT Department will improve the integration of University and community resources</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b></p> <p>1. The Department of Computer Information Systems and Quantitative Methods will establish a Community and</p>                              | <p><b>Assessment Method:</b></p> <p>1. Number of faculty, staff, and students and number of community projects completed.</p> <p>2. Number of faculty, staff, and students and number of community related activities hosted and attended.</p> <p>3. Number of faculty serving on professional and community boards</p> <p><b>Criterion for Success:</b></p> <p>1. The Department of Computer Information Systems and Quantitative Methods will establish a Community and Business Advisory Group by Fall 2009.</p> | <p>09/03/2008 - In 2007-08, the new department chair visited with executives at Tyson Foods and Walmart (onsite and at Northwest Arkansas), Saint Gobain (onsite) and McAllen Economic Development Corporation (offsite) about the formation of an Advisory Group.</p> <p>Drs. Koong, Liu, and Sun are members of the team working with MEDC and Mayor Cortez of McAllen on the Trade Zone Project involving the recruiting of Chinese companies to the Rio Grande Valley.</p> <p>One hundred percent of CIS and QUMT classes had guest speakers during HESTEC Week.</p> <p>Three faculty members (Dr. Koong, Liu and Sun)</p>  | <p>09/03/2008 - In addition to classes, organize and schedule special sessions during HESTEC to enhance recruitment of student majors using speakers from major corporations targeted.</p> <hr/> <p>09/03/2008 - Develop a proposal for release time to the Dean and Provost for faculty holding major offices in professional organizations as well as serving as editors of journals to retain such highly desirable personnel.</p> |

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| <p>Business Advisory Group.</p> <p>2. The Department of Computer Information Systems and Quantitative Methods will partner with the dean, local governmental agencies, and school systems to involve faculty in service projects.</p> <p>3. The CIS/QUMT Department will partner with the Dean and the Vice-President of External Affairs with the promotion of the annual Business Symposium held in conjunction with HESTEC each year, the Entrepreneurship Week event, Global Week and Latin American Week.</p> | <p>2. The Department will partner with at least one entity on campus or off-campus to host a professional and community enrichment event.</p> <p>3. At least 80 percent of the tenured or tenured-track faculty in will serve on the advisory boards or is an officer of a professional organization.</p>   | <p>hold office in professional organizations. Two faculty (Drs. Koong and Liu) members served as editors, associate assitors and guest editors of journals. One faculty (Dr. Tanguma) served as an assessment consultant to a university in Latin America. He also served as a consultant about SEM to companies participating in a training program through a Latin American University. Dr. Koong served as a Cultural Consultant to Prudential Relocation Services.</p> <p>Seven faculty (Drs. Koong, Liu, Hughes, Midha, Sun, Ahluwalia, and Wang) served as editorial board members or as ad hoc journal reviewers for a number of journals.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> <p><b>Resources Needed - Travel:</b><br/>Funds to visit with corporate partners and community leaders</p> | <p>09/03/2008 - Involve faculty, student and alumni in the visitation with corporate partners and community leaders during discussion about Advisory Group formation. Develop a job description for targeted Advisory Board Members.</p>  |
| <p>Dept - CIS &amp; QUMT - Qualified Applicants - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will assist the COBA to improve the pool of qualified student applicants.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. AITP student members will be asked to</p> | <p><b>Assessment Method:</b></p> <p>1. Number of faculty, staff, and students as well as number of recruiting activities participated in.</p> <p>2. Increase in the number of majors and minors in CISQUMT. Base year will be 2007 -2008.</p> <p>3. Number of scholarships available.</p> <p><b>Criterion for Success:</b><br/>Faculty, staff, and students will participate in at least 5 recruitment activities held on-campus and especially at Valley high schools in the area.</p> | <p>09/03/2008 - CISQUMT hosted student orientation sessions for majors in March 2008 and in August 2008, the only department in CoBA to have mandatory orientation sessions for majors.</p> <p>CISQUMT have 5 faculty at the Majors' Fair hosted by UTPA, three faculty at the Edinburg High School and North Edinburg High School Recruiting Session, five faculty an the Career Fair exhibit at UTPA, and seven went to Hidalgo High School for the College Readiness Recruitment Project. New Department Chair served as keynote at the College Readiness Recruitment Program by NSHMBA in September 2007 and visited with RGV Region One Students at National NSHMBA Conference in</p>  | <p>09/03/2008 - Partner with College Readiness Office (Ms. Chavez) to explore more College Readiness participating high schools to deliver CIS 1301 and other lower level classes that are targets dual enrollment credit. Host open house to recruit these students into the major.</p> <p>09/03/2008 - Partner with NSHBO and NSHMBA in reaching high school students participating in College Fairs</p> <p>09/03/2008 - Host one mandatory</p> |

| Intended Outcomes   | Means of Assessment & Criteria for Success / Tasks  | AES Assessment Results   | Use of Result & Follow-Up   |
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| <p>send three students to at least 5 high school recruiting events each year.</p> <p>2. Current Master level students will be asked to help recruit our undergraduate students to our MBA program.</p> <p>3. Current PhD students will be asked to help recruit MBA students to our PhD program.</p> <p>4. Faculty and staff will participate in recruitment fairs held on-campus and off-campus.</p> <p>5. Faculty and staff will participate in College Readiness initiatives at the respective high schools.</p> <p>6. Department will award scholarships to outstanding student majors.</p>                         | <p>Department will host at least one open-house and student orientation each year.</p> <p>Department will award at least four scholarships to outstanding student majors each year.</p>   | <p>Houston in October 2007.</p> <p>CISQUMT increased summer SCH by over 35 percent by offering CIS 1301 at Hidalgo High School.</p> <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> <p><b>Resources Needed - Travel:</b><br/>Monies for administrative travel related to recruiting</p>   | <p>advisement session for new mnajors and minors. Require advisement of all students before releasing hold on registration.</p>   |
| <p>Dept - CIS &amp; QUMT - Recruiting Qualified Faculty - Systematic Methodology - The Department of Computer Information Systems and Quantitative Methods will continue to optimize course offerings using Academically Qualified and Professionally Qualified faculty</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. CIS/QUMT will have Recruitment Plans approved by the Dean no later than September 15 each year.</p> | <p><b>Assessment Method:</b></p> <ol style="list-style-type: none"> <li>1. Nmber of new faculty hires and their rank.</li> <li>2. Number of "AQ" and "PQ" faculty.</li> <li>3 Tenure track faculty retention rates</li> <li>4. Number of problems encountered in faculty selection/hiring/processing process.</li> <li>5. Number of faculty tenured and promotions.</li> </ol> <p><b>Criterion for Success:</b><br/>1. The Department of Computer Information Systems and Quantitative Methods will make initial offers to new faculty by February each year.</p> | <p>09/03/2008 - All contracts for new tenure track faculty were tendered and accepted by February 28, 2008.</p> <p>One hundred percent of tenure-track Assistant Professor hired in the last 5 years were retained.</p> <p>Four of the six vacancies could not be filled by the March 1 deadline. Hired three teaching assistants (ABD) to covered classes and cancelled all classes that did not make minum enrollment figures or which have multiple sections.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> | <p>09/03/2008 - Request for special meeting Provost (with Dean support and presence) in September 2008 to get permission to fill vacant positions "until fill". Provost suggested asking for permission for exception, if needed.</p> |

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| <p>2. All vacant positions will be filled by March 1 each year.</p> <p>3. All new Department of Computer Information Systems and Quantitative Methods faculty will participate in the New Faculty Support Program.</p> <p>4. Department Chair and faculty selection committee members will provide a list of problems encountered during the selection and hiring process to the dean by November 30 each year.</p> <p>5. Faculty recruited will be "AQ" or/and "PQ" qualified as defined by AACSB International.</p> <p>6. Assist faculty to get tenure and promotion.</p> | <p>2. The Department of Computer Information Systems and Quantitative Methods will fill all positions by March each year.</p> <p>3. Minimum faculty retention will be 80 percent.</p> <p>4. All classes are taught by "AQ" and "PQ" faculty.</p> <p>5. At least 80 percent of tenure and promotion cases will be successful.</p>  | <p>09/03/2008 - All contracts for new tenure track faculty were tendered and accepted by February 28, 2008.</p> <p>One hundred percent of tenure-track Assistant Professor hired in the last 5 years were retained.</p> <p>Four of the six vacancies could not be filled by the March 1 deadline. Hired three teaching assistants (ABD) to covered classes and cancelled all classes that did not make minum enrollment figures or which have multiple sections.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> | <p>09/03/2008 - Request for special meeting Provost (with Dean support and presence) in September 2008 to get permission to fill vacant positions "until fill". Provost suggested asking for permission for exception, if needed.</p>   |
| <p>Dept - CIS &amp; QUMT - Optimization of Course Offerings - Systematic Methodology - A 3-year schedule of Department of Computer Information Systems and Quantitative Methods course offerings will be developed each January.</p> <p>No more than 2 unfunded courses that require faculty resources will be offered during AY 2007-2008.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>Outcome Status:</b></p>                                     | <p><b>Assessment Method:</b></p> <p>1. Publication of the three-year schedules by the deadline each year.</p> <p>2. Number of "small" classes listed and number of students affected.</p> <p>3. Number of students authorized to take electives and other required courses through the UTTC System.</p> <p><b>Criterion for Success:</b><br/>A 3-year schedule of Department of Computer Information Systems and Quantitative Methods course offerings will be developed by January 31 each year.</p> <p>No more that one unfunded course that require faculty resources will be offered in any given year.</p> | <p>09/03/2008 - A one-year schedule was completed in Summer 2008.</p> <p>The number of small classes (less than 15 for undergraduates, 10 for graduate, and 5 for doctoral in 2008-09) was just 1 for doctoral level. All small classes were cancelled. In Spring 2008, there were 2 undergraduate classes.</p> <p>All the Summer classes met minimum class requirements.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p>  | <p>09/03/2008 - Partner with the PHD Program Director and his office to identify means to Increase recruitment of students into the CIS doctoral program.</p> <p>09/03/2008 - Based on the One-Year schedule, the new curriculum approved in Spring 2008, and university project growth, develop the remaining schedules for years 2 and 3.</p> |

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| <p>Active/Ongoing</p> <p><b>Strategies:</b></p> <p>1. In consultation with department faculty and the dean, the department chair will develop an updated three-year schedule of course offerings by January each year.</p> <p>2. Classes with small enrollment will be taught only once a year.</p> <p>3. For students needing an elective or a required class that lacks sufficient enrollment, students will be advised and allowed to enroll in classes offering by other AACSB accredited institutions in the UTTC System.</p> | <p>Number of students affected (have to take classes elsewhere) will be less than 5 each semester.</p> <p><b>Assessment Method:</b></p> <p>1a. Three-year schedules will be published each January.</p> <p>2a. Count number of "small" classes listed on the small class report.</p> <p><b>Criterion for Success:</b></p> <p>A 3-year schedule of Department of Computer Information Systems and Quantitative Methods course offerings will be developed each January.</p> <p>No more than 2 unfunded courses that require faculty resources will be offered during AY 2007-2008.</p> | <p>09/03/2008 - A one-year schedule was completed in Summer 2008.</p> <p>The number of small classes (less than 15 for undergraduates, 10 for graduate, and 5 for doctoral in 2008-09) was just 1 for doctoral level. All small classes were cancelled. In Spring 2008, there were 2 undergraduate classes.</p> <p>All the Summer classes met minimum class requirements.</p> <p><b>Result Type:</b><br/>Inconclusive</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> | <p>09/03/2008 - Partner with the PHD Program Director and his office to identify means to increase recruitment of students into the CIS doctoral program.</p> <p>09/03/2008 - Based on the One-Year schedule, the new curriculum approved in Spring 2008, and university project growth, develop the remaining schedules for years 2 and 3.</p> |
| <p>Dept - CIS &amp; QUMT - Access to Inter-American and Global Perspectives - Systematic Methodology - The Department of Computer Information Systems and</p>  | <p><b>Assessment Method:</b></p> <p>1. The results of a survey of core business course completed by faculty will be completed in Fall 2009 and used to set a</p>  | <p>09/03/2008 - Global and diversity issues are covered in all non-programming and non-QUMT classes as a module. All projects in CIS 3380 are related to global IT and students visit MEDC and</p>  | <p>09/03/2008 - Add "Green" issues and their relevance to global as well as diversity topics.</p>   |

| Intended Outcomes   | Means of Assessment & Criteria for Success / Tasks   | AES Assessment Results  | Use of Result & Follow-Up  |
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| <p>Quantitative Methods will enhance business student access to inter-American and global perspectives.</p> <p><b>Outcome Types:</b><br/> Administrative - Fiscal Year 2008<br/> Administrative - Fiscal Years 2009 - 2011</p>  | <p>benchmark for program coverage of global and diversity issues.</p> <p>2. The number of partnerships with foreign universities, the number of professors and students from foreign institutions, the number of students participating in study abroad programs and the number of faculty engaged in teaching abroad experiences. Fall 2009 will be the bench mark period.</p>  | <p>MRC to observe global IT operations.</p> <p><b>Result Type:</b><br/> Criterion Met</p> <p><b>Next Step:</b><br/> Continue Current Strategy(s)</p>  | <p>09/03/2008 - In addition to MEDC and MRC, other alternative corporations and agencies (example: Motorola on Military Highway) will be examined for addition as appropriate sites.</p>   |
| <p><b>Start Date:</b><br/> 06/01/2007</p> <p><b>Outcome Status:</b><br/> Active/Ongoing</p> <p><b>Strategies:</b></p> <p>1. The Department of Computer Information Systems and Quantitative Methods will use annual data provided by faculty and accreditation standards to monitor instructional time spent on cultural and diversity issues.</p> <p>2. The Department of Computer Information Systems and Quantitative Methods will encourage faculty and students to partner with at least one foreign university to engage in collaborative initiatives.</p> <p>3. The Department of Computer Information Systems and Quantitative Methods will encourage faculty to partner with professors from another nation to engage in joint teaching as well as research initiatives.</p> | <p>3. The number of projects and trips by faculty and students that have a global perspective. Fall 2009 will be the bench mark period.</p> <p><b>Criterion for Success:</b></p> <p>1. All three benchmarks for assessing global perspectives will be established in Fall 2009.</p> <p>2. At least one faculty will participate in cultural and global perspectives each year.</p> <p>3. Students in the global information course will have at least one trip to a global facility.</p> | <p>09/03/2008 - CISQUMT served as the coordinating department to explore new scholarship and research opportunities with Caritas College Hong Kong and Xuzhou Normal University. Hosted administrators from the former institution in Spring 2008 and the latter institution in Summer 2008. Group of faculty requested for more information about the institutions before making further commitments.</p> <p>Dr. Baidoo, a newly hired faculty member, taught in Nigeria during the Summer of 2008.</p> <p>An average of 3 foreign students participating in the exchange program through the Office of International Programs were enrolled in CISQUMT classes each semester.</p> <p><b>Result Type:</b><br/> Inconclusive</p> <p><b>Next Step:</b><br/> Continue Current Strategy(s)</p> <p><b>Resources Needed - Travel:</b><br/> Additional funds for travel abroad programs</p> | <p>09/04/2008 - Identified the need to educate staffs at the Office of International Programs that CISQUMT classes are restricted by number of hardware available and number software licenses in each class so additions of students outside of the SIS and Banner System may be a problem.</p> <p>09/03/2008 - Faculty will be encouraged to explore global teaching opportunities through the International Studies Abroad Office at UTPA.</p> <p>09/03/2008 - Based on faculty meeting in Summer 2008, requested for additional information (city, industry, and student) were requested from both Caritas College and Xuzhou Normal University.</p> |
| <p>4. The Department of Computer Information Systems and Quantitative Methods will partner with the Office of International Programs to publicize and encourage study abroad programs.</p> <p>5. The Department of Computer Information Systems and Quantitative Methods will partner with the Office of</p>  |  |   |  |

| <b>Intended Outcomes</b>   | <b>Means of Assessment &amp; Criteria for Success / Tasks</b> | <b>AES Assessment Results</b> | <b>Use of Result &amp; Follow-Up</b> |
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| International Programs to create opportunities for faculty to teach courses in partner universities. |   |                               |                                      |