Stevens Institute of Technology

School of Business

**AACSB  
ASSURANCE OF LEARNING**

**Master of Science in**

**Management Information Systems (*MSIS*)**

**ADDITIONAL GOALS (Indirect measures)**

**MIS-5: Quality of the MSIS Program**

**MIS-6: Professional Development**

**Responsibility: Michael Frank**

Assessment: June 2023

**Table of Contents**

|  |  |  |
| --- | --- | --- |
| **Section** | **Title** | **Page** |
|  |  |  |
| 1. | INDIRECT GOALS MIS-5 AND MIS-6 | 2 |
| 2. | 2. Q QUANTITATIVE MEASURES | 3 |
| 3. | RESULTS – GRADUATE EXIT SURVEY | 5 |
| 4. | CONTINUOUS IMPROVEMENT RECORD | 7 |
| 5. |  |  |
| 6. |  |  |

# INDIRECT MEASURES

# ADDITIONAL GOALS MIS-5 AND MIS-6

Indirect measures are used to assess the overall success of the MSIS program in meeting its educational goals and providing a meaningful and enjoyable student experience. These goals are assessed in an Exit Survey of MSIS graduates that is administered in May of each year. All students graduating in the prior academic year (summer, fall and spring) are asked to complete an online survey. The survey instrument is shown in APPENDIX A.

The objectives of the MSIS Graduate Exit survey are to:

* + 1. Collect data on the permanent contact information of each student to increase the effectiveness of our alumni outreach.
    2. Collect background information on students’ experiences in the program in terms of internships earned and events in which they participated.
    3. **To obtain feedback on the MSIS curriculum including the graduates’ assessment of individual courses. (Goal MIS-5.)**
    4. **Assess student opinion on the efficacy of ancillary services provided by the program such as software bootcamps, professional webinars and placement services. (Goal MIS-6.)**
    5. To collect information on how the curriculum and other aspects of the program can be improved.

Two quantitative measures provide a year-over-year comparison of the overall success of the program:

* MIS-5 Quality of the MSIS Program
* MIS-6 Professional Development

The measures for these two goals are embedded in a survey that also students to respond on many aspects of the program and the student experience (see Appendix B below.) A number of other scaled and open-ended questions in the survey are used to gather student comments on specific courses and gather student suggestions for program improvements. Summaries of the quantitative and qualitative information provided by the graduates provide guidance to program faculty and ideas for continuous improvement as summarized in section 4 below.

# 2. QUANTITATIVE MEASURES

**MSIS Additional Competencies (Indirect measures)**

|  |
| --- |
| **MSIS GOAL-5: QUALITY OF THE MSIS PROGRAM** |
| **5-point Likert Scale:** 1. Poor 2. Fair 3. Good 4. Very good 5. Excellent |
| 1. Overall quality of MSIS program |
| 2. Quality of faculty who taught courses you took in program |
| 3. Accessibility of faculty when you needed advice or help with assignments |
| 4. Extent to which MSIS program has kept up with latest developments in analytics, data science & AI |
| 5. Academic standard of MSIS degree |
| 6. Relevance of program for your chosen career |
| 7. Practical signiﬁcance of what you learned in program |

**This goal is assessed using question 12 of the MSIS Exit Survey in APPENDIX B below.**

**An overall average greater than 4.0 on each of these measures is considered satisfactory.**

|  |
| --- |
| **MSIS GOAL-6: PROFESSIONAL DEVELOPMENT** |
| **5-point Likert Scale:** (Not Satisﬁed) 1 2 3 4 5 (Very Satisﬁed) |
| 1. Overall, how satisﬁed were you with how the MSIS program improved your professional skills? |
| 2. How satisﬁed are you with the experiences provided by the MSIS student club? |
| 3. How satisﬁed are you with the career services provided by the School of Business (i.e., COPA)? |
| 4. How satisﬁed are you with the career services provided by the university? |

**This goal is assessed in questions 13, 18, 19 and 20 of the MSIS Exit Survey in APPENDIX B below.**

**An overall average greater than 4.0 across all measures is considered SATISFACTORY.**

# RESULTS – GRADUATE EXIT SURVEY

# Survey conducted in May 2023

**Additional Goal 5: Quality of Program**

The summary results for the Graduate Exit Survey administered in May 2023 are provided in Table 3. A total of 130 students graduated in AY 2022-23; 49 graduates completed the survey.

**Table 3: Goal 5 – Quality of Program**

Please rate your overall experience in the MSIS program in each of the following areas:

|  |  |  |  |
| --- | --- | --- | --- |
| **Summary Statistics: May 2023 (N=51)** | **Mean** | **Median** | **Std. Dev.** |
| 1. Overall quality of MSIS program | 3.85 | 4 | 1.05 |
| 2. Quality of faculty who taught courses you took in program | 4.07 | 4 | 0.83 |
| 3. Accessibility of faculty when you needed advice or help with assignments | 4.00 | 4 | 0.99 |
| 4. Extent to which MSIS program has kept up with latest developments in analytics, data science & AI | 3.78 | 4 | 1.11 |
| 5. Academic standard of MSIS degree | 3.74 | 4 | 1.12 |
| 6. Relevance of program for your chosen career | 3.93 | 4 | 1.08 |
| 7. Practical signiﬁcance of what you learned in program | 3.76 | 4 | 1.08 |
| **Overall Average** | **3.88** |  |  |

**Summary**

Satisfactory performance (average > 4 on the rating scale) was achieved on only two measures (Quality of Faculty and Accessibility of Faculty).

On the other hand, over all seven metrics, 85.1 % of the respondents rated the MSIS program as “Good” or better on these measures (range 79.6% to 93.9%).

On the specific question how do you rate “The overall quality of the MSIS program”, 88% of the responses met or exceeded expectations:

|  |  |  |
| --- | --- | --- |
| Does not meet expectations | Meets expectations | Exceeds expectations |
| 1 or 2 | 3 or 4 | 5 |
| 5 | 26 | 15 |
| 11% | 63% | 25% |

**Additional Goal 6: Professional Development**

The summary results for the Graduate Exit Survey administered in May 2023 are provided in Table 3. A total of 1130 students graduated in AY 2022-23; 49 graduates completed the survey.

**Table 4: Goal 6 – Professional Development**

Please rate your overall experience in the MSIS program in each of the following areas:

|  |  |  |  |
| --- | --- | --- | --- |
| **Summary Statistics: May 2023 (N=49)** | **Mean** | **Median** | **Std. Dev.** |
| 1. Overall, how satisﬁed were you with the how the MSIS program improved your professional skills? | **4.02** | **4** | **1.02** |
| 2. How satisﬁed are you with the career services provided by the School of Business (i.e., COPA)? | **3.27** | **3** | **1.13** |
| 3. How satisﬁed are you with the career services provided by the university? | **3.27** | **3** | **1.13** |
| **Overall Average** | **3.42** |  |  |

**Summary**

Satisfactory performance (average > 4 on the rating scale) was achieved on only one measure ” Overall, how satisﬁed were you with the how the MSIS program improved your professional skills?” at 4.02.

On this measure, 93.5.% of the respondents’ ratings were more than satisfied:

|  |  |  |
| --- | --- | --- |
| **Does not meet expectations** | **Meets expectations** | **Exceeds expectations** |
| **1 or 2** | **3 or 4** | **5** |
| 3 | 24 | 19 |
| **6.5%** | **52.2** | **41.3%** |

**4. CONTINUOUS IMPROVEMENT RECORD**

**Program:** Master of Science in Business Intelligence & Analytics (MSIS)

**Goal MIS 5:** Quality of Program

**Goal Owner:** Michael Frank

**Where Measured:** Graduate exit survey administered in May each year (just prior to Commencement.)

**How Measured:** Survey Monkey online survey.

Sampling: All MSIS students who graduated in the previous academic year.

The following table shows the average scores on this goal over the past two assessments.

|  |  |  |
| --- | --- | --- |
| **Goal MIS 5: Quality of Program** | |  |
| May 2023 | Met or Exceeded Expectations | **88.0%** |
| May 2024 | Met or Exceeded Expectations |  |
|  |  |  |

**Goal MIS 5:** Professional development

**Goal Owner:** Michael Frank

**Where Measured:** Graduate exit survey administered in May each year (just prior to Commencement.)

**How Measured:** Survey Monkey online survey.

Sampling: All MSIS students who graduated in the previous academic year.

The following table shows the average scores on MIS 5 over the past two assessments. Note that the sample size from the current assessment (Spring 2024) was substantially larger than that of the previous assessment (Spring 2023).

|  |  |  |
| --- | --- | --- |
| **Goal MIS 6: Professional Development** | |  |
| May 2023 | Met or Exceeded Expectations | **94.5%** |
| May 2024 | Met or Exceeded Expectations |  |
|  |  |  |