Assessment: Assessment Unit Four Column

Aviation Management Non-Fly

POA - Aviation Management Non-Flying, BS

College: Continuing Education
Department/School/Division: School of Aviation Studies
Assessment Liaison: Todd P. Hubbard
Mission: The mission of the aviation management (non flying) degree ensures students are immersed in the historical, current and emerging educational and real world issues found within the various types of support and business management careers within the aviation industry. The curriculum will afford the opportunity to prepare individual students to not only possess the skill sets of a competent aviation management professional but also with the skills to assume leadership or team roles within the aviation industry with a solid foundation of management, organizational behavior and continuing adaptation of organizations in a changing global business environment. Through the curriculum and attendance at the University of Oklahoma the student will have the opportunity to grow and develop in a mature environment and obtain skill sets which will allow the student to examine, evaluate and appreciate the economic, political, cultural, moral, and technological aspects of today's aviation industry. Graduates will contribute positively to their organizations of employment and society through the varied roles and missions of being an aviation management professional.

Outcomes	Assessment Methods	Results	Use of Assessment Results
AMNF Outcome 1 - Ability to apply simple math equations to solve problems; Ability to use computer programs to create solutions to problems; Standard of Excellence Score >85% **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 08/20/2014 **End Date:** 08/20/2018	**Direct - Examination -** In Intro of Aviation (AVIA 1113) a test is used to measure retention of facts about the science of aviation, to include flight parameters, flight physics, speed, and maneuverability **Performance Target:** >85%		
	Direct - Examination - In Airport Ops (3513) test on "the airfield" measures student knowledge of climatological conditions where de-icing is required and not required to establish more favorable runway condition readings **Performance Target:** >85%		
	Direct - Examination - Aerospace Contract Administration (AVIA 3913) test measures ability to compute		

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	work plan, with corresponding salaries for those assigned to the work plan **Performance Target:** >85% **Indirect - Survey -** Survey of attitude through eValuate. **Performance Target:** >4		
	Direct - Examination - AVIA 3923, Aerospace Operational Research (Written test). **Performance Target:** 83% **Additional Notes:** The instructor had separate target scores for each assessment instrument used in this course.	**Reporting Period:** 2018 - 2019 **Result Type:** Inconclusive Average score = 81.5% (target = 835) (09/27/2019) **Number of Students Assessed:** 11	**Use of Assessment Results:** The written test includes questions about the many terms used in operational research. The new vocabulary is sometimes troublesome to students beginning their research journey. The average score is low, but perhaps not too low. When the written test is compared to writing assignments that measure the student's working knowledge of research terms (90.3%, 89.6%), it appears that there is a steep learning curve at the beginning of the course. However, since the target was not reached, this will require a review of the course by the instructor and Lead Faculty member. The interview will be conducted within 30 days of the end of the assessment cycle. We have limited data with which to compare these results since this course has only been taught for the past two years. Nevertheless, a review will be conducted. (09/27/2019)
	Indirect - Student Course Evaluation - eValuate end of course survey for 3923, Aerospace Operational Research	**Reporting Period:** 2018 - 2019 **Result Type:** Target Met 5.0 instructor effectiveness; 4.67 course effectiveness (09/27/2019)	**Use of Assessment Results:** All eValuate evidence is posted on the School of Aviation Studies website. EValuate scores higher

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	Performance Target: 4.0	**Number of Students Assessed:** 11	than 4.0 are acceptable. This instructor does an exceptional job and should be recognized with a teacher's award when nominations are requested. (09/27/2019)
AMNF Outcome 2A - Ability to analyze and interpret data **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 05/11/2014	**Direct - Project, Design -** In AVIA 3923, Aerospace Operations Research, students analyzed and interpreted information from journal articles to complete a review of the literature for a research project. **Performance Target:** >85% **Additional Notes:** I expanded the application of guest speaker narratives in this class, by inviting other faculty from a variety of disciplines to speak with the class about their drive to conduct research and create new knowledge. I asked them to talk about their topic area and to describe interesting findings from their research. Another aspect is to have Faculty discuss how research results drive many factors in our organizations and our lives. I also ask them to provide encouraging words about their own research story to provide context for students and stimulate creative thinking. The objective is for students to better understand how research is generally conducted, how research helps move our civilization forward, and how research findings might help them make better future decisions, regardless of the career or field they pursue. Additionally, I hope the narrative of this course		

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	better prepares students for the Senior Capstone project. An underlining goal is to introduce the idea of advancing their academic career by pursuing a graduate degree armed with this research primer.		
AMNF Outcome 2B - Ability to create legal case briefs by reading and interpreting legal explanations and court rulings; Ability to determine how to avoid unethical behavior; Ability to create a research project, devise a method, collect data, and interpret data by use of statistical analysis and critical thinking skills; Standard of Excellence Score >85% **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 03/03/2014	**Direct - Presentation -** In Survey of Aviation Law (AVIA 3333) case briefs are used to examine student comprehension of legal issues and principles **Performance Target:** >85%; Covered all items on the Case Brief format **Direct - Examination -** In Aerospace Contract Administration (AVIA 3913) a test measures student awareness of legal issues that might affect productivity in an aerospace contract **Performance Target:** >85% **Direct - Project, Research/Writing -** In Aerospace Ethics (AVIA 4663) several papers are used to measure student awareness of ethical issues pertaining to outsourcing maintenance of aircraft or manufacture of aircraft parts **Performance Target:** >85% **Indirect - Survey -** Survey of student attitudes about courses and instructors **Performance Target:** >4		
AMNF Outcome 3 - Work effectively in teams Ability to lead a group of diverse individuals	**Direct - Presentation -** In Crew Resource Management (AVIA 4423) team projects are used to provide a means for students to understand		

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Outcome Status: Active **Student Learning Outcome Type:** Student Learning **Start Date:** 03/03/2014	diverse points of view **Performance Target:** >85% **Direct - Presentation -** In Senior Capstone (AVIA 4713) team projects are used to provide a means for students to understand diverse points of view **Performance Target:** >80%		
	Indirect - Survey - Survey student attitude and motivation to work well on diverse teams **Performance Target:** >4		
	Direct - Presentation - In Airline Management (4983) student groups create their own airline business. Business plans are presented to a group of industry experts, much like the TV show "Shark Tank" is conducted. The groups compete with each other. The industry panel makes the determination of who has the best idea. **Performance Target:** >85%		
AMNF Outcome 4 - An understanding of professional and ethical decision-making **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 03/03/2014	**Direct - Examination -** In Aviation Safety (2613) students complete tests where ethical and professional reactions are measured **Performance Target:** >80%		
	Direct - Publication - In Aerospace Ethical Issues (4663) students have to choose from among six, historical characters which ones they should hire and which ones they should fire. Their answers are based on assessing the ethical and professional attitudes of each character. **Performance Target:** >85%		

Outcomes	Assessment Methods	Results	Use of Assessment Results
	Indirect - Interview - In Aerospace Ethical Issues (4663) students are asked to defend their ethics as a final requirement for the course **Performance Target:** Pass		
	Direct - Examination, Oral - For 4663, Aerospace Ethical Issues, using a book on diplomatic maneuver, and a role-playing scenario where students take on the persona of characters in the scenario, students are graded on how well they understand diplomatic maneuver. The instructor asks students to explain what is happening in the scenario, from the point of view of political maneuvering in the workplace. **Performance Target:** 85%	**Reporting Period:** 2018 - 2019 **Result Type:** Target Met 90% (09/27/2019) **Number of Students Assessed:** 23 **Related Documents:** Scenario Installment 5.pdf	**Use of Assessment Results:** Unlike other courses that test students on their knowledge of terms, the instructor spends several weeks introducing the terms through a book on diplomacy (Arts of Power by Chas. Freeman, Jr.). There is also a worksheet that the students use to explain diplomatic maneuver. By the time we start the role-playing exercise, the students are ready to engage. However, only students who attend regularly are fully prepared for the scenario. There were 5 failures in the course, which were not factored into the grade for this Student Learning Outcome. These students rarely attended and did poorly on other assessment instruments. The students have asked the instructor to write a book that provides the back story for the characters in the book. A draft of that book has been provided to the students in the Fall 2019 course. We anticipate reviews by the students, to help make the book a better product for the course. In addition, several students are working with the instructor on creating a workbook for the course. AVIA 4663 is a required course for all degree options. A

			copy of part of the scenario has been uploaded for your review. (09/27/2019)

AMNF Outcome 5 - Communicate effectively, using both written and oral communication skills
Ability to clearly present case briefs or give oral reports on complex subjects; Ability to manage projects effectively by use of oral and written communication; Ability to write procedures and rules for business; Standard of Excellence Score >85%

Outcome Status: Active
Student Learning Outcome Type: Student Learning
Start Date: 03/03/2014

Direct - Performance, Speech - Career Development (AVIA 3013) students participate in mock interviews, measuring oral communication skills
Performance Target: >80%

Direct - Presentation - Survey of Aviation Law (AVIA 3333) students give 5 case briefs, measuring both written and oral communication skills
Performance Target: >85%

Direct - Project, Design - Airport Ops (AVIA 3513) students complete an airport report, measuring written communication skills
Performance Target: >85%

Direct - Project, Research/Writing - Aerospace Contract Administration (AVIA 3913) students develop proposal for business, statements of work, and other deliverables, which measures written communication skills
Performance Target: >80%

Direct - Publication - Aerospace Ethics (AVIA 4663) students write four papers on ethical issues, measuring written communication skills
Performance Target: >85%

Direct - Presentation - Senior Capstone (AVIA 4713) students give presentations as members of a team, measuring writing and

	speaking skills **Performance Target:** >80% **Indirect - Student Course Evaluation** - Survey attitude and motivation in writing and speaking assignments **Performance Target:** >4		
	Direct - Presentation - 3923, Aero Operational Research, oral presentation on a research topic **Performance Target:** 87%	**Reporting Period:** 2018 - 2019 **Result Type:** Target Met 89.6% (09/27/2019) **Number of Students Assessed:** 11 **Related Documents:** AABI 2020 Self Study Questionnaire FA18-3923 (1).docx	**Use of Assessment Results:** Successful performance on this oral presentation demonstrates how students quickly assimilate the research terms and are able then to demonstrate a degree of mastery. The instructor invites researchers to share their research with the class. It appears that these oral presentations by practiced researchers help the students form their own presentations. They hear the terms being used and understand how they apply to the research being presented. There is a higher degree of rigor in this course, so it is not surprising that the grades are closer to the target. Rigor has been a topic of discussion between this instructor and the Lead Faculty member over the past three years. Therefore, we value the students' abilities to perform at a higher level. (09/27/2019)
	Indirect - Student Course Evaluation - eValuate end of course survey for 2513, History of Aviation **Performance Target:** 4.0	**Reporting Period:** 2018 - 2019 **Result Type:** Target Met 4.4 for course effectiveness; 4.3 for instructor effectiveness (09/27/2019) **Number of Students Assessed:** 34 **Related Documents:** HAV FA18 AABI Self Study Questionnaire (1).docx	**Use of Assessment Results:** Results over 4.0 are acceptable. We publish the eValuate results for all courses on the School of Aviation Studies website. We want the public to be aware of the effectiveness of our courses and

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			instructors. No further action is necessary. (09/27/2019)

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AMNF Outcome 6 - Engage in and recognize the need for life-long learning Ability to determine how life experiences can make life easier over time; Ability to understand that bad behavior is as present in life as good behavior, and some people don't know the difference; Ability to build competencies in the field of choice **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 03/03/2014	**Direct - Performance, Speech -** Career Development (AVIA 3013) students participate in mock interviews: a lifelong learning objective **Performance Target:** >80% **Direct - Presentation -** Survey of Aviation Law (AVIA 3333) students give 5 case briefs, measuring both written and oral communication skills: a lifelong learning objective **Performance Target:** >85% **Direct - Project, Design -** Airport Ops (AVIA 3513) students complete an airport report, measuring written communication skills: a lifelong learning skills **Performance Target:** >85% **Direct - Project, Research/Writing -** Aerospace Contract Administration (AVIA 3913) students develop proposal for business, statements of work, and other deliverables, which measures written communication skills: lifelong learning skills found in most aerospace jobs **Performance Target:** >80% **Direct - Publication -** Aerospace Ethics (AVIA 4663) students write four papers on ethical issues, measuring written communication skills: a lifelong learning objective on ethical behavior **Performance Target:** >85% **Direct - Project -** Senior Capstone (AVIA 4713) students give		

Outcomes	Assessment Methods	Results	Use of Assessment Results
	presentations as members of a team, measuring writing and speaking skills: lifelong learning skills **Performance Target:** >80% **Indirect - Student Course Evaluation -** Survey student attitude on course and instructor effectiveness **Performance Target:** >4		
AMNF Outcome 7 - Assess contemporary issues Ability to understand how past experiences can help prevent wrong actions; Ability to interpret from NTSB narrative what the key issues were in any aircraft accident report; Ability to understand the benefit of reading Aviation Safety Reporting Systems data sets; Standard of Excellence Score >85% **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 03/03/2014	**Direct - Examination -** In History of Aviation (AVIA 2513) current event quizzes and reflection papers are used to measure comprehension of historic events of the last few years **Performance Target:** >85%		
	Direct - Project - In Aviation Safety (AVIA 2613) analysis of recent NTSB aircraft accident reports measures understanding of contemporary safety issues as regards right and wrong actions of pilots **Performance Target:** >80%		
	Direct - Performance, Speech - In Career Development (AVIA 3013) students participate in mock job interviews conducted by commercial airline pilots to measure awareness of relevant, contemporary issues in job placement **Performance Target:** >80%		
	Direct - Publication - In Survey of Aviation Law (AVIA 3333) a paper reviewing criminal activity affecting aviation safety from the Office of Inspector General for the Department of Transportation measures awareness of contemporary issues affecting flight safety		

Outcomes	Assessment Methods	Results	Use of Assessment Results
	Performance Target: >85%		
	Direct - Examination - In Aerospace Contract Administration (AVIA 3913) tests measure understanding of contemporary issues in aerospace project management **Performance Target:** >80%		
	Direct - Project - In Crew Resource Management (AVIA 4423) team project measures student ability to assess contemporary issues in flight deck resource management and in aircraft accident prevention **Performance Target:** >85%		
	Direct - Publication - In Aerospace Ethics (AVIA 4663) four papers measure assessment of contemporary issues related to maintenance outsourcing, airport modernization at Chicago O'Hare, consequentialism in ethical decision making as regards Aviation Safety Inspectors assigned to Part 121 operations, and the ethics whistle blowing **Performance Target:** >85%		
	Direct - Project - In Senior Capstone (AVIA 4713) team projects measure students' ability to form a team, find a real problem needing to be solved that assesses contemporary issues in aviation, discuss goals and objectives with project clients, create a statement of work, distribute workload, and create deliverables that satisfy the project client **Performance Target:** >80%		
	Indirect - Student Course Evaluation - Survey student attitudes of course		

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and instructor effectiveness.
Performance Target: >4
Direct - Examination - 4983, Airline Management, a written test on terms is used in the course.
Performance Target: 82%
Additional Notes: The instructor has only recently shifted to new software that helps students create their own airlines.

Reporting Period: 2018 - 2019
Result Type: Inconclusive
The average score on the written test = 80% (79% on the quiz before the test) (09/27/2019)
Number of Students Assessed: 14
Related Documents:
AABI 2020 Self Study Questionnaire SP19-4983 (1).docx

Use of Assessment Results: Like the written test results in the research course (3923 = 81.5%), students must learn the definitions of many business terms. We compared the results on the test with performance in the lab (91%) and in the oral presentation where they explain their airline (88%). It appears that the students learn the terms quickly and prove they can use their knowledge to build their own airline. However, the target was not reached, so a review is required. The instructor and Lead Faculty member will sit together and discuss the course and the performance of the students. We will look to see if outliers affected the average grade on the test. A review will be conducted within 30 days of the end of the assessment cycle. The Lead Faculty member will monitor the course for two more cycles. (09/27/2019)

AMNF Outcome 8 - Ability to use the techniques, skills, and modern technology necessary for professional practice
Outcome Status: Active
Student Learning Outcome Type: Student Learning
Start Date: 03/03/2014

Direct - Project, Exhibition - In Airport Operations (3513) students are asked to create an airport, with drawings of runways, terminal building, hangars, that conform to the FAA rules for airport construction.
Performance Target: >80%

Direct - Examination,

Comprehensive/General - In Aerospace Contract Administration (3913) students are given information on how to be an associate program manager for any aerospace company. Tests are over the techniques and skills for professional practice.
Performance Target: >80%

Direct - Project, Research/Writing - In Aerospace Operations Research (3923) students create a research project, to include the purpose, the hypotheses, the method, and the type of data collection.
Performance Target: >80%

Indirect - Student Course Evaluation - eValuate
Performance Target: >4

Direct - Project, Exhibition - Project presentation
Performance Target: Expected = 85%, Average Grade Attained = 89% N=25
Additional Notes: In AVIA 4983 Airline Management, in the Fall of 2017, I incorporated the use of a online software Airline Business Simulator, which allows students (in teams comprised of three students) to perform the management tasks as a regional air carrier management team. The program requires students to make strategic decisions each week about flight operations, Human Resources decisions, marketing strategies, route planning decisions, and to strategically address unforeseen issues as they arise in the daily operation of the

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	carrier. Although this is not a competition, students are able to see the operational and financial performance of the other teams. Performance is reported in the form of a weekly financial performance statement. I attempted to emphasize concepts and material in lectures which corresponded to aspects of the simulation, to help students more quickly grasp concepts discussed in the textbook and lecture. **Indirect - Survey -** Industry Survey **Performance Target:** high effective **Additional Notes:** All curricular decisions begin and end with an evaluation by our aerospace industry partners and stakeholders. The External Aviation Advisory Board meets twice annually. The Student Aviation Advisory Board meets more often. Both boards are surveyed and the results are posted on our School of Aviation Studies website.		
AMNF Outcome 9 - An understanding of the national and international aviation environment **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 03/03/2014	**Direct - Publication -** In Aerospace Contract Administration (3913) students are made aware of the duties of program managers for aerospace companies in the United States. Tests are used to measure comprehension of those duties. **Performance Target:** >80%		
	Direct - Publication - In Aerospace Ethical Issues (4663) students study contemporary issues in ethical behavior in aerospace in the United States. Writing assignments are used to determine if students can		

Outcomes	Assessment Methods	Results	Use of Assessment Results
	determine where there might be ethical breaches in situations particular to aviation. **Performance Target:** >85% **Indirect - Student Course Evaluation - ** eValuate **Performance Target:** >4		
AMNF Outcome 11 - Apply knowledge of business sustainability to aviation issues Ability to operate in an IFR environment, while saving fuel and time Excellence Score >85% **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 03/03/2014	**Direct - Publication -** Aerospace Contract Administration (AVIA 3913) written assignment on business sustainability, as it applies to program management in the aerospace industry **Performance Target:** >80% **Indirect - Student Course Evaluation - ** Survey of student attitudes of course and instructor effectiveness **Performance Target:** >4		
Professionalism - practices professional deportment **Outcome Status:** Active **Student Learning Outcome Type:** Student Learning **Start Date:** 08/21/2019	**Indirect - Survey -** Students put a check in boxes beside numerous descriptors of professionalism that they feel describe them professionally. **Performance Target:** A majority of the descriptors of professionalism have been selected. **Additional Notes:** This new Student Learning Outcome is the direct result of years of collecting data on examples of professionalism in aviation student behavior Courses that directly relate to this outcome are AVIA 1111, Aviation Orientation; AVIA 4663, Ethics; AVIA 4713 Capstone; AVIA 3013, Career Development; and, AVIA 4423 CRM. The rubric closely matches the		

professionalism rubric published by the National Business Aviation Association.

Related Documents:
Rubric - Professionalism (1).doc
Indirect - Interview - Faculty members will review each student's professionalism record and will then schedule a personal interview.
Performance Target: Growth as an aviation/aerospace professional