

# Comprehensive Program Review

## The Hull College of Business

### BBA: MIS (CIP Code: 52120101)

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## Preface

The Hull College of Business achieved initial AACSB (Association to Advance Collegiate Schools of Business) accreditation in 1999. This accreditation was reaffirmed in 2008. AACSB is now on a five year cycle for review of accreditation. All of the materials which are generated for the yearly reports and review of the programs are located at <http://hull.aug.edu/aacsb/timeline.htm>

## Mission

The Hull College of Business (HCB) at Augusta State University (ASU) has had a long history of service to the East Georgia region. Located in the second largest metropolitan area in Georgia, ASU's academic roots can be traced to 1783 when the Academy of Richmond County was chartered. Opening in 1785, it offered college-level classes for boys to enter universities as sophomores or juniors. Over the years, enrollment grew and in 1925 the Junior College of Augusta was established, becoming the first junior college in the state. In 1958, the college became a member of the University System of Georgia and its name was changed to Augusta College. Still a two-year college, it wasn't until 1963 that four-year status was gained. Following a University System of Georgia name change for most four-year colleges in 1996, Augusta College became Augusta State University.

In 1963 the Board of Regents approved programs leading to the Bachelor of Arts, Bachelor of Science, and Bachelor of Business Administration degrees. This led to the establishment of the School of Business Administration in 1971 when the Board of Regents authorizes the college to grant Master of Business Administration. In 1996, the College of Business Administration was established with the change of designation of the Augusta College to Augusta State University. In 1999, The HCB received initial accreditation from AACSB. In 2006, the College of Business was renamed to the James M. Hull College of Business in recognition of a 2 million dollar gift from Jim Hull to the college. This was the largest cash gift ever made to the College and University as a whole.

The MIS degree is the newest degree in the Hull College, having been established in 2002. This program has seen consistent growth and is one of the more popular majors in the Hull College. The degree combines computer programming with business analysis to provide students with the knowledge, skills, and abilities to secure employment in variety of computer related areas.

### **Mission Statement**

**Hull College of Business Administration**  
**Augusta State University**

*Our primary mission is to prepare students for career success by providing quality baccalaureate and master's level education in the business administration disciplines.*

*Our teaching helps students develop professional competencies, enhance the quality of their lives, appreciate the need for continuous learning and renewal, and understand the importance of ethical personal and professional behavior in their relationships with others. We manage our programs to accommodate students who live and work in the greater Augusta metropolitan area.*

*We engage in scholarship that principally strengthens classroom instruction, assists the business community and the business professions, and contributes to the knowledge within the academic business disciplines. We provide service to the University through participation in faculty governance, to the business professions through involvement in academic and professional organizations and programs, and to the local community through professional, civic, and charitable activities.*

*We will accomplish this mission in a culture of humane values that fosters a life-long love of learning.*

This mission statement guides the activities for the two degree programs offered in the Hull College: the Bachelor of Business Administration (BBA) and Master of Business Administration (MBA). Teaching is our primary mission, however we believe that teaching cannot be thought of as an isolated activity. Scholarship and activities which drive faculty currency are one of the primary measures of effective classroom experiences.

## **Needs of Students**

All aspiring business majors entering Augusta State University under the 2006-2007 catalog or after will be designated as Pre-business majors. In order to enroll in any upper division business courses, students must have gained admittance into the James M. Hull College of Business. Upon meeting the prerequisites for admission into the HCB, students are considered majoring in MIS. The prerequisites for entry into the James M. Hull College of Business are as follows: (1) Completion of at least 45 semester hours of courses; and (2) Completion of the following courses with an overall gpa of 2.5 on these seven courses: ENGL 1101, ENGL 1102, MATH 1111, MATH 1220, ACCT 2101, ECON 2106, and MINF 2201. Students may retake any of these courses and only the most recent grade in the course will count toward the minimum required gpa. Once the prerequisites have been met, the student may apply for admission as an MIS major in the Undergraduate Advising Office.

A Management Information System (MIS) is a planned approach to collecting, processing, storing and disseminating data in the form of information needed to carry out the functions of management and related decisions. Majors in MIS are exposed to key information system development technologies such as web site development, programming, database management, and project management but are also exposed to a cross section of business courses in management, marketing, and finance. MIS graduates typically find positions as business analysts, management support, application development, and system planning.

## Demand for Graduates

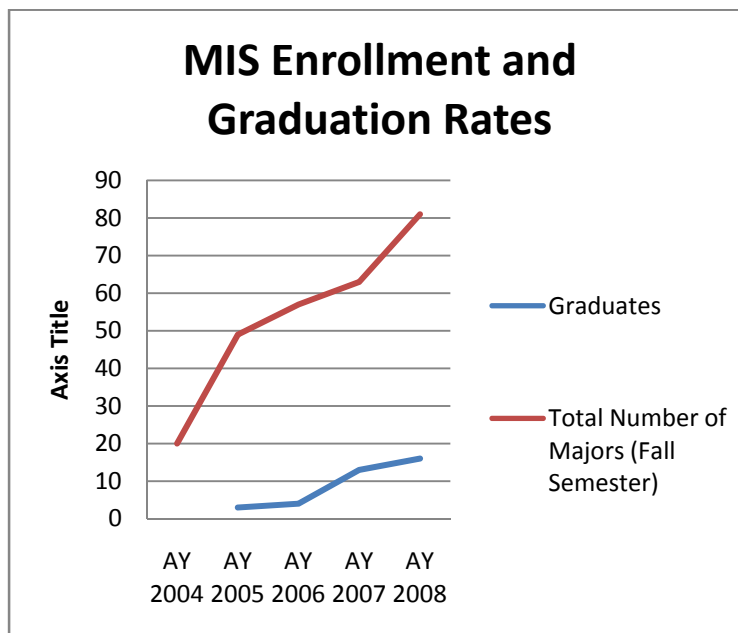
The demand for MIS graduates is very high. A recent article on Yahoo Top Jobs indicates that both Networking/System Administrator and Software Designer/Developer will be in very high demand for the foreseeable future. These are two areas in which this degree prepares students for. The national demand mirrors the demand for graduates at the local level. Our students find employment with a wide variety of companies providing software and computer support to these organizations. Students have found employment with companies and organizations such as MCG Health Inc., University Hospital, the Federal and State Government, Hull/Storey, ADP, Club Car, and a wide variety of smaller and start up firms in the CSRA.

## Teaching, Learning, Research and Scholarship, and Service

### Students

Table 1 and figure 1 summarizes the MIS enrollment and graduation rates over the last 5 years.

Year	Graduates	Total Number of Majors (Fall Semester)
AY 2008	16	81
AY 2007	13	63
AY 2006	4	57
AY 2005	3	49
AY 2004	N/A	20



This data indicates that the number of majors in the MIS program has grown tremendously since its inception in 2004. We believe that growth will remain strong and consistent over the next five year

period. We also believe that with our strong recruiting and advertising measures that we see these levels raise. The graduation rates are consistent with the growth of the major. We believe that this will improve through increased advising activities that are currently being implemented. This is certainly a weakness in the Hull College and is being addressed through an increased emphasis on both academic and career advising programs. This need is addressed in the conclusions section of this document.

## Student Needs and Learning Outcomes

The Hull College is dedicated to continual assessment of learning outcomes. The Hull College has several mature assessment activities which provide strong evidence of program learning goal achievement. These activities have been supplemented more recently with direct, learning-goal focused assessments, some of which do not yet have the maturity to provide stand-alone assessment of the relevant learning goal. At least as important, however, is insistence upon measures which meet academic standards (e.g., reliability, validity, hypothesis development) as well as practices which are standard in industry (e.g., statistical significance and control); the 2008 Assessment Report (attachment A) describes some recent details of these efforts.

The BBA degree in MIS is guided by the following degree program learning outcomes:

<b>Table 2 BBA Program Learning Goals Established 1997; Reaffirmed 2006</b>	
<b>LGID</b>	<b>Learning Goal</b>
BBA-A	Each student will demonstrate professional written and oral communication competencies that support and enhance managerial effectiveness.
BBA-B	Each student will recognize and be able to define and discuss ethical dilemmas that are inherent in business decisions and propose and defend appropriate resolutions.
BBA-C	Each student will assess the performance of a business through quantitative and qualitative evaluation using a wide variety of analytical tools and information.
BBA-D	Each student will effectively use, develop, and apply technology-based information systems in order to assist managerial decision-making in professional settings.
BBA-E	Each student will demonstrate an understanding of the various issues, opportunities, and problems in a multi-cultural environment.
BBA-F	Each student will utilize critical thinking, scientific approaches, information syntheses and objective analysis to understand and solve business problems.

## Course Requirements

The BBA in MIS requires two distinct areas of courses beyond the core curriculum. First, every student in the Hull College is required to complete the Junior/Senior common curriculum (Table 3). The MIS major is required to complete 4 required courses and 3 electives (Table 4 and 5).

Table 3

COURSE	PREREQUISITES*
	(Upper Division HCB courses require full admission into the HCB)
<b>FINC 3400 Corporate Finance</b>	ECON 2106, ECON 2105 & ACCT 2102 all with grades of "C" or better and 50 semester hours
<b>MATH 3110 Statistical Analysis for Bus</b>	MATH 1220
<b>MGMT 3500 Mgmt Theory &amp; Practice</b>	50 semester hours including "C's" or better in 12 hours of BBA Core Area F
<b>COMC 3100 Communications for Profess</b>	ENGL 1102 with a grade of "C" or better, COMS 1010 & MINF 2201 or CSCI 2000 or equivalent
<b>MKTG 3700 Principles of Marketing</b>	50 semester hours including "C's" or better in 12 hours of BBA Core Area F
<b>MGMT 4500 Human Resource Mgmt</b>	MGMT 3500 with a grade of "C" or better
<b>BUSA 4200 International Business</b>	MGMT 3500 & MKTG 3700 with grades of "C" or better
<b>MINF 3650 Information Systems OR ACCT 4350 Accounting Info Systems</b>	50 semester hours including MINF 2201 with a grade of "C" or better MINF 2201 and ACCT 3311 with grades of "C" or better
<b>QUAN 3600 Operations Management</b>	50 semester hours including "C's" or better in MATH 3110 and in 12 hours of BBA Core Area F including MINF 2201
<b>MGMT 4580 Strategic Management</b>	"C's" or better in MKTG 3700, MGMT 3500, QUAN 3600 and FINC 3400; senior standing, and all other Jr./Sr. common courses or final semester

\*A minimum grade of "C" is required in ENGL 1101, ENGL 1102, MATH 1111, all Area F, Junior/Senior Common and Major Emphasis courses. Each student will select a major in which he or she will take an additional 21 semester hours (7 courses). Due to course sequencing requirements, this selection should be made no later than the beginning of the student's junior year. Majors are presently offered in Accounting, Finance, Management, Management Information Systems, and Marketing. Within each major, there may be additional opportunities to select elective courses that emphasize certain parts of that field. Once the principle prerequisites for the chosen major have been completed, students should register for a combination of junior/senior common and major emphasis courses. Other B.B.A. requirements include 9 semester hours of electives and 5 semester hours (3 courses) of physical education.

Table 4

<b>REQUIRED COURSES FOR MIS MAJOR</b>	
<b>COURSE</b>	<b>PREREQUISITES</b>
<b>MINF 3310-Business Systems Development</b>	50 Semester Hours and C's or better in MINF 2201 and ACCT 2101
<b>MINF 4330 Telecommunications Mgmt</b>	MINF 3650 with a grade of C or better
<b>MINF 4600 Integrated Bus. Programming</b>	MINF 3310 with a grade of C or better
<b>MINF 4610 Applied Data Management</b>	MINF 3310 with a grade of C or better

Table 5

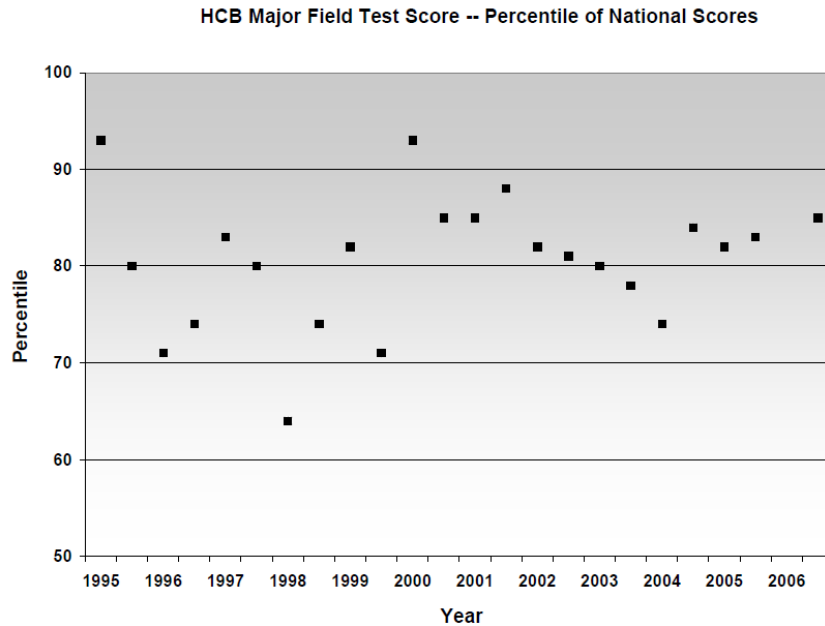
<b>ELECTIVES FOR MIS MAJOR (CHOOSE 3)</b>	
<b>COURSE</b>	<b>PREREQUISITES</b>
<b>MINF 4117 Marketing on the Internet</b>	<b>MINF 3650 and MKTG 3700 with grades of C or better</b>
<b>MINF 4118 Web Page Design</b>	<b>MINF 3650 with a grade of C or better</b>
<b>MINF 4390 Introduction to e-Commerce</b>	<b>MINF 3650 with a grade of C or better</b>
<b>MINF 4950 MIS Project</b>	<b>MINF 4600 or MINF 4610 with grades of C or better</b>
<b>QUAN 4620 Spreadsheet Model &amp; Decision Analysis</b>	<b>50 Semester Hours including C's or better in MATH 3110 and also in 12 hours of BBA Area F including MINF 2201</b>
<b>ACCT 4350 Accounting Info Systems</b>	<b>MINF 2201 and ACCT 3311 with grades of C or better</b>
<b>CSCI Courses at the 3000 or 4000 level</b>	<b>Refer to current ASU Catalog</b>

## Success of Graduates

The success of the Hull College Graduate can be measured qualitatively in many different ways. The job placement data is very good for all HCB graduates. We also enjoy high levels of satisfaction of our employers, donors, and alumni concerning our graduates and the reputation of the skill sets that a HCB and MIS graduate brings to an employer are very high. On a quantitative basis, the Hull College uses Educational Testing Service's (ETS) Major Field Tests as an ongoing external assessment of its BBA program and majors. This measurement program has been in place since AY 1995-1996 with tests administered each Fall and Spring term. Late in the academic year, ETS publishes comparative data

which allows us to compare our student results with similar programs in the nation. For more background on ETS Major Field Tests, visit <http://www.ets.org/>.

ETS data support the conclusion that a Hull College student performs as well or better than 4 out of 5 students at peer schools; our latest program-wide measure puts us in the 85th percentile (for Spring 2007) with a long-term average of 80th percentile. This provides reasonable assurance that our program and delivery is on track with national norms. MIS graduates have scored in the 60<sup>th</sup> percentile which compares with the long term average percentile of 77<sup>th</sup>.



## Faculty and Staff

### Faculty and Qualifications

Currently, the MIS area is comprised of five full time faculty members. The faculty and their qualifications are listed in Table 6 below.

Table 6: MIS Faculty

Faculty Name	Rank	Degree	Teaching Areas
Todd Schultz	Professor and Associate Dean	Ph.D., 1987 (Johns Hopkins)	Database design
Marc D. Miller	Professor and Dean	Ph.D., 1994 (Auburn University)	Information Systems Strategy, Web Design
Paul York	Assistant Professor	ABD (University of Georgia)	Programming, Systems Analysis and Design
Grace Zhang	Assistant Professor	Ph.D. (University of North Texas)	Telecommunications, Programming
Rebecca Kirk	Instructor	MA (Georgia State University)	Introduction to Computing Principles

## Student/Faculty Ratios and Average Class Sizes

The Hull College of Business strives to keep class sizes reasonably small to capitalize on the mission of providing high quality teaching to our students. The average class size in the MIS area for Junior/Senior Level Courses is 14. (Source Fall 2008).

## Faculty Productivity and Costs

The average cost of the management area for AY 2006-2007 is presented in table 7 below:

Level	Credit Hours Produced
Sophomore	N/A
Junior/Senior	2565
Total	2565
Total Salaries (Full and Part Time)	\$295,564
Total Cost per Credit Hour	\$115.23

## Facilities

### Classroom Facilities

The Hull College of Business has one designated laboratory and shares approximately 10 classrooms in Allgood Hall. The technology available in these classrooms is superb. For example, A150 has a capacity of about 40, with tables. The classrooms are in excellent condition. They are all equipped with a Document Camera, computer with Internet access, DVD, and VCR. They have white boards that cover the front wall.

### Faculty Offices and Departmental Equipment

All faculty are assigned an office and are provided with the most up to date equipment available. All faculty are assigned a desk top computer which is replaced approximately every 3 years. Most faculty are also assigned a lap top computer and printer.

### Library

The Reese Library provides excellent support to the department, students and faculty. The staff are knowledgeable, helpful, and courteous. Materials placed on reserve by faculty are easily accessible to students. Students may request help with research, internet access, use of the databases, how to find materials in the stacks or any other information-gathering question, and will receive immediate assistance. The Hull College has access to a wide variety of business databases which are supplied through the library. In addition, Galileo provides access to most business periodicals for both faculty and student research.

## Curriculum

### Coherence

All curricular offerings are clearly and accurately described in published materials. The Augusta State University Catalog contains a brief description of all courses offered for under graduate credit. Each semester, a listing is published of course offerings, times, credits, instructors, and location for each course. The undergraduate curricular offerings at Augusta State University are directly related to the goals of the institution and to the degree program. The Hull College of Business reports a 2 year plan of courses which indicates the course, day or night, and all pre-requisites. This plan is updated each semester and is placed in the advising office and on the website.

The two year plan for MIS is shown below:

#### FALL 2008 SEMESTER

MGMT 3510 (DAY)  
MGMT 4550 (DAY)  
MGMT 4560 (NIGHT)  
MINF 3310 (DAY&NIGHT)  
QUAN 4620 (DAY)  
MKTG 4740 (DAY)

#### SPRING 2009 SEMESTER

MGMT 3510 (DAY&NIGHT)  
MGMT 4520 (DAY)  
MGMT 4950 (NIGHT)  
MINF 3310 (DAY&NIGHT)  
MKTG 4740 (NIGHT)  
QUAN 4620 (NIGHT)

#### SUMMER 2009 SEMESTER

MGMT 4550 (NIGHT)  
MINF 3310 (NIGHT)  
MINF 4390 \*Distance Learning  
QUAN 4620 (NIGHT)

#### FALL 2009 SEMESTER

MGMT 3510 (DAY)  
MGMT 4560 (DAY)  
MGMT 4550 (DAY)  
MINF 3310 (NIGHT)  
MKTG 4740 (DAY)  
QUAN 4620 (DAY)  
-

#### SPRING 2010 SEMESTER

MGMT 3510 (NIGHT)  
MGMT 4520 (NIGHT)  
MGMT 4950A (NIGHT)  
MGMT 4950B (DAY)  
MINF 3310 (DAY)  
MKTG 4740 (NIGHT)  
QUAN 4620 (NIGHT)

#### SUMMER 2010 SEMESTER

MGMT 3510 (DAY)  
MGMT 4550 (NIGHT)  
MINF 4390  
-  
-  
-

### Currency

The MIS faculty ensures that the students are well prepared for the challenges faced by the IT professional and strive to make regular updates to the curriculum to reflect changes in the field. The faculty remains current in their field through a variety of ways. First, through their research the faculty is engaged in their field of study. The primary type of research that is produced by the MIS faculty is

applied in nature. For example, Dr. Todd Schultz has published research in the area of database modeling and XML, a relative new technology. This type of engagement with new technologies and software development methodologies ensures that our curriculum is cutting edge. Second, the MIS are actively engaged in the professional IT community. The MIS Department hosts “coding camps” for IT professionals and serves as the conduit for various “special interest groups” (SIGS) for various software devices and technologies. It is through this engagement with the profession that our faculty is keenly aware of the developments in the field. Finally, the MIS faculty invites practitioners to present their work to our students. This enables both our students and faculty to understand the changes and current practices in the management field.

## Other Learning Activities

### Advising

The Hull College provides outstanding advising services in the office of undergraduate advising. The office is staffed by two professional advisors who provide services throughout the semester. All student records are carefully maintained to ensure maximum progression of the degree program.

### Tutoring

The Knox School provides tutoring services for Principles of Accounting and directs students to the tutoring services provided by the university such as the writing lab.

### Student Organizations and Clubs

The Hull College has several active clubs including our award winning chapter of Phi Beta Lambda. The MIS faculty also encourages professional participation in the various computer related organizations.

### Research and Scholarship

The faculty in the management area is extremely prolific in regards to intellectual contributions. For our most recent AACSB review, we received high marks in relative to faculty productivity. Table 7 indicates the intellectual contributions for the last five years from Fall of 2007.

Table 7

	Degree & Year	Appt. Year	Peer Reviewed Journal Articles	Other Intellectual Contributions	Responsibilities
<b>MIS</b>					
Todd Schultz	Ph.D. 1987	1987	3	12	UG, GR, RES, SER
Marc Miller	Ph.D. 1994	2000	3	8	UG, GR, RES, SER
Paul York	ABD	2007	4	7	UG, GR, RES, SER
Grace Zhang	Ph.D., 2005	2007	7	6	UG, GR, RES, SER
Rebecca Kirk	MBA, 1987	1991	0	0	UG, GR, RES, SER
<b>Total</b>			<b>17</b>	<b>33</b>	

Responsibilities codes: UG: Undergraduate Teaching, GR: Graduation Teaching, RES: Research, SER: Service, ADM: Administrative

## Level of Support

The Hull College of Business takes pride in the support offered to our faculty in pursuit of intellectual contributions and research productivity. All faculty are provided travel support for presentation of research at professional meetings and are provided with research stipends and support for journal article production.

## Service

### Professional and Community Service

The MIS faculty is actively involved in the MIS profession at the national, state, and local levels. All of the MIS faculty are regular reviewers for the major journals in the MIS field. In addition, our faculty attend and participate in academic conferences at both the regional and national level. Finally, as noted above, the MIS faculty are very engaged with the IT community in the CSRA.

## Summary

### Quality of the Program

The major indicator of program quality for the Hull College's MIS program is the AACSB accreditation. In 1999, the College received initial accreditation. In 2008, the college's accreditation was reaffirmed. The findings of the peer review team indicated the following:

One purpose of peer review is to stimulate further continuous improvement of quality programs. As noted in the team report, your School is to be commended on the following strengths and effective practices:

1. Every graduating student of Hull College of Business is required to go through an exit interview. Feedback provided by the students during the exit interview has been shared with faculty members for further improvement on course design or curriculum modification.
2. The newly launched "Focus on Ethics" speaker series will sensitize the faculty and students to various ethical issues in doing business and help them see how the real-world business organizations deal with ethical dilemmas and social responsibilities.
3. The level of student diversity achieved by Hull College of Business is excellent for a business school of this size.
4. In the past two years, a culture of assessment has been nurtured under the leadership of the new dean.
5. The fund raising effort has been highly successful since the current dean took office, evidenced by the major contribution made by James M. Hull to endow the business school with his name and other pending gifts.

Additionally, in the interest of continuous improvement, the development of annual maintenance reports provides your school an ongoing opportunity to discuss progress on and updates to the action items within your school's strategic plan. These annual progress updates are to be retained at your school until 60 days prior to your next on-site review. As identified within the peer review team report, the following items are suggested for incorporation into your ongoing strategic planning initiatives:

1. Continue to demonstrate that the school uses well documented, systematic processes to develop, monitor, evaluate, and revise the substance and delivery of the curricula of degree programs. There is evidence that some changes to curricula based on assurance of learning outcomes have been occurring to date. However, the systematic use of information from assessments of learning achievement to guide curriculum revision should be more strongly emphasized and expeditiously implemented. This is especially important in the MBA program.

Overall, the MIS program is moving strongly forward in creating a culture of excellence.

### **Productivity and Viability of the Program**

As the MIS program is young and growing in the Hull College and the University as a whole, overall productivity is high. However, the program must continue to attract, retain, and graduate higher numbers of students over the next five years. The program is working toward creating a joint degree with the Department of Computer Science and is expected to implement within the next 3 years.

It is without question that the program is viable. The need for MIS graduates is high and is expected to remain such over the next 10 years.

### **Recommendations**

Overall, the MIS degree program is healthy, growing, and vital to the mission of the University and the Hull College. The major findings and recommendations are as follows:

- Continue to work in conjunction with the department of Computer Science to determine new avenues for programs.
- Continue to improve faculty productivity and research.
- Continue to work on retention and graduation rates.
- Continue to improve assessment metrics and measures which indicate student learning.
- Continue to improve graduation and retention rates. This is being accomplished through more directed career and academic advising.