Recommendations for the Program Director:

Issue/Concern:
1) Inconsistent experiences between courses and instructors: online delivery within an online program. Refers to course structures, use of the learn@uwstout course-management system components, course instructor expectations, and course instructor’s understanding of the needs of adult learners.
2) Curriculum rigor inconsistencies: Refers to course rigor, making sure that expectations maximize learning. This also refers to comments regarding group work and self-study approaches used within the online teaching and learning environment.
3) Communicating added expenses associated with online courses that are critical to the student achieving the course outcomes: Refers to computer buying peripherals such as video camera or products to conduct lab experiments as part of a course project.
4) Course access challenges/limitations impact on program students related to the 2011 implemented CI/Non-CI class model needs to be assessed and proactive strategies devised to minimize any negative unintended consequences on the program.
5) Access to a consistent program learning experience in a growing program is challenged by the program’s reliance on adjunct faculty. Program-designated faculty with the credentials, pedagogic support, program interaction, along with acculturation to the college and university systems and processes, would put the program’s ability respond to student and faculty needs at an advantage.

Response from Program Director:

Recommendation #1 (Addresses Issues #1, 2, 3 & 5): Convene conversations between program faculty/staff, Learning Technologies, and Stout Online to foster a Stout Online experience consistent with the university's polytechnic mission and that intentionally guides how UW-Stout students experience online coursework.

Program director will continue conversations to foster a Stout Online experience consistent with the university mission. The program director is a member of the newly formed task force charged with developing a strategic plan for delivery of customized instruction at UW-Stout. Part of the charge to that committee may include:

- Develop guidelines and timelines for scheduling and staffing courses for each program and the general education courses
- Develop guidelines for hiring, orientation and training for all CI instructors
- Develop a plan for an online student orientation for all CI students, undergraduate and graduate
Recommendation #2 (Addresses Issues #1 - 5): Quantify and request the appropriate additional support such as program-specific faculty/staff, training, increase of course offerings and/or technical support, etc. to continue maximizing the program's success.

Program will quantify and request appropriate additional support such as program-specific faculty/staff, training, increase of course offerings and/or technical support, etc. to continue maximizing the program's success. Funds have been allocated to hire 2 additional teaching positions within the College of Management to address distance education delivery. In coordination with Stout Online and the English and Philosophy department, the program is supporting the hiring of an instructional academic staff to adequately staff communication courses, both general education and in the major. This model could be expanded to other departments if proven successful.

Program will continue to support professional development for teaching and support staff in pedagogy, andragogy, assessment, technical and quality areas. Summer professional development, conference attendance and professional memberships are supported by program funds. The proposed campus addition of two technology support people for instructional resources may provide the technical support needed.

Recommendation #3 (Addresses Issue #2): Work with program stakeholders to define and refine program and program concentration objectives that are consistent with those desired of its graduates, their employers, and their respective business and industry sectors being served.

Program and concentration objectives will be revised at the Spring 2012 Advisory committee meeting.

Recommendation #4 (Addresses Issue #2): Work with instructors (across departments, colleges) facilitating courses used to meet the program objectives to map measurable outcomes in an effort to assure graduate knowledge, skills and dispositions supporting the program's accreditation requirements.

The College of Management has developed a learning assessment plan. With support of the College, the program director will move forward in mapping the outcomes to assure graduate knowledge and skills. Accreditation is a goal in 2011-12.

Recommendation #5 (Addresses Issue #4): Continue to work with Stout Online and all key decision makers involved in Customized Instruction (CI) to understand implications of CI policy and fine tune systems, processes, and procedures that maximize program student scheduling and degree completion.

Program director serves on the Stout Online Advisory committee representing undergraduate programs. In that capacity, concerns facing undergraduate degree programs are raised. Program director works in close concert with Stout Online program manager for STEM and COM. The program director continues to work with key campus decision makers to address the needs of distance education, adult learners.
Recommendations for the Department Chair:

Issue/Concern:
Same as above.

Response from Department Chair:

#1. Support program director with the resources and support staff, to convene conversations between program faculty/staff, Learning Technologies, and Stout Online, that results in a Stout Online experience consistent with the university’s polytechnic mission and that intentionally guides how UW-Stout students experience online coursework.

The department chair will meet with the aforementioned entities in an effort to develop standards that assure consistent delivery of Stout Online courses for the BSM degree.

#2. Support program director with the resources and support staff to convene instructors (across departments, colleges) facilitating courses used to meet the program objectives, to map measurable outcomes in an effort to assure graduate knowledge, skills and dispositions supporting the program’s accreditation requirements.

The department chair will assist the program director setting up in-service activities for program instructors in an effort to assure that program outcomes are met through mapping of measurable outcomes that are consistent with ACBSP program standards.

#3. Work towards securing identifies program needs, such as additional faculty/staff training, increased course offerings, technical support, and faculty positions that result in designated staff, hired to serve program specific courses to continue maximizing the program’s success.

The department chair will continue to meet with program director to make sure that the BSM program needs are met including: hiring additional full-time academic staff, developing existing faculty for online delivery, and assigning staff and faculty to teach the same course in both online and classroom format so that lecture capture systems and other distance technologies can be maximized.

#4. In conjunction with the program director, work with Stout Online and all key decision makers involved in Customized Instruction (CI) to understand implications of CI policy and fine tune systems, processes, and procedures that maximize program student scheduling and degree completion.

The department chair would be willing to work with aforementioned entities to revisit the current policies governing CI course registration and delivery in order to find ways to maximize faculty and staff work assignments (sections offered) and allow seamless enrollment in online course regardless of “on-line” or “on-campus” designation. A Stout student is a Stout student and should have access to all service offered by the University without cumbersome waivers, substitutions and/exceptions processes.
**Recommendations for the Dean:**

Issue/Concern:
Same as above.

**Response from Dean:**

#1. Initiate a conversation with the program, Learning Technologies, and Stout Online that results in a Stout Online experience consistent with the university’s polytechnic mission and that intentionally guides how UW-Stout students experience online coursework.

The Dean of the College of Management (COM) will support the program director and the department chair in convening a conversation to assure consistency in quality instruction.

#2. Request a designated resource allocation that supports training of all BSM instructional faculty consistent with recommendation 1.

The COM Dean will meet with Learning Technology Services to determine a best fit (resources, personnel) for ongoing development for instructional faculty of the BSM program.

#3. Work with the department chair towards securing needed resources as identified and consistent with recommendations 1-5. This may include additional faculty/staff training, increased course offerings, and program-assigned technical support and faculty/staff positions to continue maximizing the program’s success.

The COM Dean will work with department chairs of both the Business and Operations/Management departments to determine and secure needed resources (staff, training, course offerings, and support) to maintain and grow BSM success.

#4. Work with the department chair to understand the implications of CI policy and fine tune systems, processes, and procedures that maximize program student scheduling and degree completion.

The COM Dean will work with the department chair of Operations & Management and key decision makers to assure that systems, processes, and procedures contribute to the success of student learning and program outcomes.