

Product Name **MyOMLab**  
 Course Name **Operations Management**  
 Credit Hours **Three**

**Key Results** Students appreciate the interactivity and cross-program functionality of MyOMLab. As a result, their satisfaction with both the program and the instructor is consistently high, as indicated by end-of-semester student surveys.

**Text**

*Operations Management*, 10e, Jay Heizer and Barry Render

**Implementation**

Operations Management is a required course for all business majors. It provides an examination of the activities necessary for the provision of an organization’s products or services, including planning and scheduling of operations; allocation of resources, including staffing requirements and equipment decisions; inventory control and production planning; waiting-line problems; and quality.

I create required homework assignments in MyOMLab that are due at the same time each week. In order to complete these assignments, students also use either POM for Windows or Excel OM (Excel add-in) for problem solving. Homework assignments are submitted in MyOMLab. I also use the program to deliver both of my exams and to create practice exams.

I love MyOMLab’s flexibility in setting parameters for homework and exams. With exams, I like that each student receives different data sets in the problems and that I can enter my own exam questions. I also appreciate that I no longer need to spend time grading exams. In addition, because the problems are randomized and there are no paper copies, I’m able to use the same exam each semester. This enables me to track data and compare results longitudinally. I can also use MyOMLab to conduct an item analysis on both homework and exam data. The item analysis identifies exam questions that are frequently missed, so I can spend more time covering the concept in future semesters or reconsider the exam question, if needed.

**Assessments**

- 70 percent MyOMLab exams (two)
- 10 percent MyOMLab homework
- 10 percent Quizzes (traditional courses)  
Online discussion (online courses)
- 10 percent Presentation

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**Results and Data**

When I survey students at the end of each semester, one of the things I ask is whether I should continue using MyOMLab. In fall 2012, of the 36 students surveyed, 100 percent responded that I should continue to use MyOMLab, with 94 percent recommending using it for exams and homework and 6 percent suggesting using it for homework only. Those results are consistent with survey results from previous semesters.

Also, my teaching evaluations have improved. Since implementing MyOMLab in 2009, I have seen steady increases in the value of students’ responses to “The instructor taught the course well” and “I learned a great deal in this course” (figures 1 and 2).

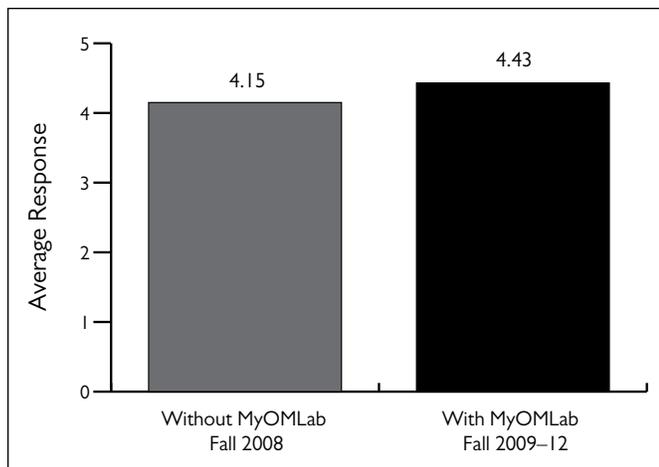


Figure 1. Average Student Survey Responses to the Statement, "The instructor taught this course well," Fall Semesters 2008-12 (n=250)

1=Strongly Disagree, 5=Strongly Agree

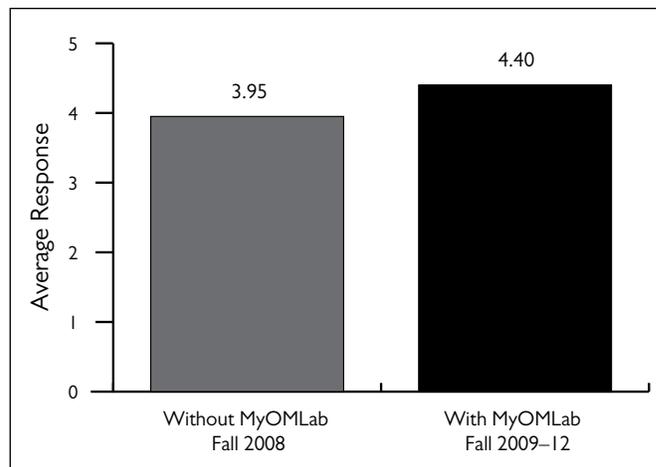


Figure 2. Average Student Survey Responses to the Statement, "I learned a great deal in this course," Fall Semesters 2008-12 (n=250)

1=Strongly Disagree, 5=Strongly Agree

## The Student Experience

When students enter my course, at least 50 percent of them have already used a MyLab in another course. Those students are comfortable in the MyLab environment and understand the benefits of the program.

All of my students appreciate MyOMLab's interactive features, including Help Me Solve This, which breaks down a problem into a clear, step-by-step process. They also like to use the Ask the Instructor button when they are stuck; I appreciate that the feature includes a link to the student's problem in the email.

Students can copy data from MyOMLab into POM for Windows, Excel OM, and Excel. This means they can spend their time obtaining and interpreting results rather than performing data entry. In addition, it eliminates data-entry errors that may cause a student to arrive at an incorrect answer.

My students also appreciate taking exams in MyOMLab. They specifically appreciate the immediate feedback of the automated grading and the consistency between homework questions and exam questions.

*"On teaching evaluations, each and every student indicates that I should continue to use MyOMLab."*

## Conclusion

On teaching evaluations, each and every student indicates that I should continue to use MyOMLab. My teaching evaluations continue to show positive responses, and students feel that they learn a great deal in my course.

*Submitted by Howard Weiss  
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