Briefly describe the depth and breadth of your unit's offering (Undergraduate)

Faculty from the Management Information Systems discipline teach both support and core courses. M375 (Management Information Systems) is the key support course required of all business majors. Enrollments in sections of M375 average 149 per semester, with 4-5 sections offered in Fall and Spring. This figure is up from 98.6 in the 2003 Program Review. Sections of M375 are offered during all three sessions and at least one online section is offered each semester. Other undergraduate courses taught in the MIS major include: M410 Business Database Systems M420 Telecommunication Management M430 Knowledge Based Decision Support Systems (cross-listed with Computer Science) M439 Electronic Commerce M440 Web Design for Electronic Commerce M443 Systems Analysis and Design (cross-listed with Computer Science) M446 Systems Implementation and Practice (substituted by UI 450a)

Area of Concern for Size and Scope Data (Undergraduate)

Majors and graduates. The number of BSBA majors has declined from 56 in AY ’07 to 46 in AY ’08 to 36 in AY ’09. The three year average of enrollment (46.0) represents 82% of the aspiration target identified by the University. On the positive side, the number of BSBA PREBUS students identifying MIS as a major has increased from 15 in AY 08 to 22 in AY 09. MIS BSBA graduates were 9, 13, and 4 in the AY 07, AY 08, and AY 09, respectively. The 9.3 average number of graduates compares with 12.7 in the 2005 Program Review, a 27% reduction. Minors. The number of MI Minors majors has held constant for the years under review at 17 in AY 07, 14 in AY 08, and 17 in AY 09. Student progress. The MI three year average % completion rate within 6 years (38.3%) is higher than College or University norms, exceeding the aspiration target. Class size. The percentage of courses with enrollments of 9 or less (around 40% for AY07-A09) exceeds the University average of 22.7% (AY09). Exhibit I shows the number of students in major coursework in AY07-A09 time frame. Exhibit I: Students in MI Major Courses, AY07-A09 2007-2008 2009 Course Spring Fall Spring Fall Spring Fall Avg. M410 7 6 3 8 6 1 5 7 M420 8 6 7 7 7 5 6 0.00 M445# 13 8 0 7 8 4 6 6.67 M464 5 8 3 5.25 M575 3 3.00 Average 6.25 6.60 4.00 5.75 6.00 4.00 5.43 # Includes Information Systems students from College of Science and Mathematics.

Area of Concern for Teaching Personnel Data (Undergraduate)

Two full-time tenured (Drs. Eom and Schwieger) and one full-time Instructor (Regina Smart) teach MI courses at SEMO. Another Instructor (Jill Young) teaches MIS courses on an as-needed basis. MI faculty teach students ranging primarily from juniors to graduate students, including a required MBA MIS course. As noted in an earlier question, one MI professor also routinely teaches a business capstone course, BA 490 (Business Policy and Procedures). At the graduate level, MI faculty teach a core required course for the graduate MBA program (BA 630, Integrated Decision Information Systems). Professor Schwieger also serves as Advisor to the Association of Information Technology Professionals, a student organization. The SCH Ratio for MI faculty was 170 in AY07, 174 in AY08, and 197 in AY09. The latter figure is about 2/3 of the aspirational target of 300.

Brief Conclusion from Data (Undergraduate)

The MI major is caught in the vortex of a national trend of declining enrollment in MIS. The reasons for the trend are identified as: • weaker student interest in more technical and challenging degree areas, • negative media coverage of outsourcing of MIS jobs, and • difficult providing "relevant" work experience in the classroom and through internships. Notwithstanding the trends in MIS enrollment, the demand in the marketplace for the skill set remains very strong. Thus, MI faculty are taking a wide variety of countermeasures to expand student interest. The measures will be described in other sections of this report.
Additional Data or Comments (Undergraduate)

N/A

Plan to Address (Undergraduate)

A variety of major strategic initiatives are underway to enhance the profile of the MI program within the University. Those initiatives include: • Benchmarking program performance against other universities whose programs have been expanding. Specifically, faculty are contacting Baylor and Illinois State in Fall, 2009 and Spring, 2010 to discuss key ingredients to their recent success and determine if their strategies can be duplicated at SEMO. • Explore potential improvement available by shifting a higher number of classes and even the major to online format. To this end, a. MI 440 is being offered as online course in Spring 2010 to evaluate student interest. b. Plans are made to survey Southeast student interest in online MIS option. To be completed by Feb. 2010. • Connecting the MI Minor to the Accountancy Program where students need 150 hours to sit for the CPA Exam. The MI skill set is widely viewed as an excellent second major or minor for those with Accounting undergraduate degrees. • Strengthened involvement with professional organization, AITP. AITP has grown from 1 student member to 6 members. • Increased level of activity. □ Involved in 2010 National AITP Collegiate Conference to be held in St. Louis □ Attending monthly St. Louis Professional Chapter Business meetings □ Philanthropy project – Bingo with Entrepreneur student group □ Fund raising projects – Working with Dr. James Stapleton on a Web site update □ Tour planned for later in the fall at Newell Rubbermaid • Engaged in discussions with MBA program (Dr. Ken Heischmidt) regarding what it would take to create a MBA concentration in MIS and engaged in discussion Dr. James Stapleton regarding a MIS elective that might be of interest to the Entrepreneurship program. In addition, tactical steps are being undertaken to enhance the attractiveness and increase awareness of MI option with students. The steps include: • Working with University Relations to develop professional promotional poster boards to post at three main entries into the College of Business. • Communicate student success stories associated with MIS program. Regina Smart is currently working with current students and recent graduates to develop short promotional biographies to be posted on future bulletin boards, the department/major Web site, as well as possibly future promotional brochures. • Developed a University Studies introductory MIS course in Spring 2009 to try to encourage students at an early level of their educational careers to consider MIS. Unfortunately, a moratorium has been imposed on new courses due to budget constraints. • Advertise the major by various media, including posters, web pages, and e-mail blasts. • Make personal contact with influencers in other majors. Faculty have visited the following classes: a. All on campus sections of AD101 during the Spring 2009 semester. b. AD101 section 7 of the Fall 2009 semester. c. All MIS professors have advertised both the major and minor in their sections of M3375 during the Fall 2009 semester. d. Dr. Humphrey’s section of Intermediate Accounting 1 during the Fall 2008 semester e. Arrangements are currently underway for classroom visits to Dr. Beard’s Intermediate Accounting 1 and 2 courses.

Brief Follow Up On Outcomes of Plans to Address From Last Review (Undergraduate)

The MI program was last reviewed in March, 2005. These are the actions steps that have occurred to address outcomes of the last review. Action 1: "Hardware and Software" and "Physical Design & Implementation in Emerging Environments" are missing in our MIS curriculum. Although a specific course is not currently in the curriculum, content regarding hardware, software, and physical design and implementation are included in the curriculum of M3375 and BA630. In addition, in MI464, students reformat a hard drive and install an open source operating system and open source office suite software. They are then asked to reformat the hard drives and set the computers up as Windows-based machines. Dr. Carolyn Rainey has indicated interest in working with the MIS Curriculum Committee to incorporate AD210 into our program to address the hardware and software topics. Action 2: Offering of ERP software. When the program first started, through an educational consortium agreement with SAP, SAP was offered as part of MI464 – System Implementation. Due to its yearly licensing cost, the agreement was discontinued. During Dr. Wen’s tenure as chairperson, we started investigating the possibility of using Oracle ERP and/or Microsoft’s ERP solution entitled Microsoft Dynamics in our classes. The decision was made to incorporate both systems into our course work. Oracle ERP would be incorporated into MI410 – Database Systems. Microsoft Dynamics would be incorporated into M3375. Since that time, we have secured an agreement with Microsoft to teach Dynamics in our courses, the software has been installed on the management.semo.edu server and Dana Schwieger attended the Microsoft Dynamics Convergence Conference in March 2009. Dr. Schwieger has been working with the system to try to determine how best to implement the software in the classroom. Action 3: Reduction of total program hours to 120. As far as I know, this action item has not been addressed. The program still has a 124 hour minimum requirement. Action 4: Enhance the recruiting strategy around the BSBA and MBA degree programs. The 2005 report included a multimedia CD would be developed and distributed. This step has not been completed and its status uncertain. With regard to recruitment, during the Spring semester of 2009 Dr. Schwieger went to each on-campus section of AD101 and provided a short presentation describing MIS and AITP, the student professional club. In Fall 2009, Dr. Schwieger gave a short presentation to one section of AD101 and one section of AC331 - Intermediate Accounting emphasizing the value that a MIS minor could add to a program of study. Dr. Palmer created a document to be posted on the department’s Web site and distributed to Accounting majors outlining possible paths to completing their 150 hour requirement. An option emphasizing MIS is included. Ms. Jill Young is working with University Relations to develop posters to display throughout the College of Business building highlighting the MIS program. Ms. Regina Smart has been interviewing students and writing short biographies to highlight the student success stories of our program. These stories will be incorporated into the department’s Web site as well as advertising material. Individual members of the MIS curriculum committee have reviewed and continue to review the
new departmental web site and have provided suggestions and content for improving the program's presence on the site.

Program Review Final Chair Comments (Undergraduate)
Program Review Unit: Management Information Systems

X. PLANNING FOR THE FUTURE  DEPARTMENT REPORT:

Given impending personnel and environmental changes, how do you envision the configuration of your unit in five years? What components would be phased out? What components would be reduced in size? What components will have grown? What new components will have been developed? What other units might be involved in the new components? (Undergraduate)

Over the next five years, at least one of the three MI faculty members is likely to retire. Replacing one or more faculty with this skill set in the current market environment should not be a significant challenge. No major changes in the curriculum content are planned nor are major changes in the Program's basic configuration expected. In this respect, the MI Program is constituted in a fashion similar to those all around the country. However, MI faculty is considering every option to enhance the program. The most interesting potential future state of the MI program is embodied in MI faculty evaluation of an "all online" option. This step has been successful at some other universities (in some cases, dramatically so). It would appear to be a natural option for a degree of this kind. If this direction is taken, additional resources related to the needs of a fully online curriculum will be required. However, the Business curriculum is still in primary need of face-to-face instruction, so the in-class demands will not abate for the service courses. Given the upcoming retirement(s) and the current Program self-evaluation by the MI faculty, the College and University should consider: a. ways to strengthen the MI Program by strategic hiring replacement, or b. whether or not the MI Program is a viable major at SEMO. The MI numbers at present are not impressive and trending in a negative direction. However, even if the Program were dropped, there is still be a significant need for the MI skill set and "core courses", both at the graduate and undergraduate level, are essential to the business degree.

Program Review Final Chair Comments (Undergraduate)
Program Review Unit: Management Information Systems

Dean's Comments

I commend the Harrison business faculty members who helped draft the program review report on the BSBA-Management Information Systems. I also commend the chairperson for his thoughtful comments and forthright assessment of the status of this major. There has been concern about declining enrollments in the Management Information Systems major since fall 2004 when the number of majors declined over 40% (116 to 64); continued to decline another 25 percent over the following two years, and then continued to fall another 40 percent over the next three years. Over this extended period (fall 2002 to fall 2009) the number of MIS majors (based on fall headcount, Institutional Research) has declined from a high of 116 in fall 2002 to 28 in fall 2009; a 75% drop. Despite the instructional efforts of the MIS faculty, the educational experience is less than desirable because of the proportion of classes (40 percent) that have small or extremely small enrollments. Efforts to address the decline in the number of majors were made by the previous chairperson (an MIS faculty member), but these efforts have not had a significant positive impact. The assessment by the current chair suggests that there may not be significant demand for an MIS major in our service region. In part, this appears to reflect a national “weakening of student interest in technical and more challenging areas; negative media coverage of outsourcing MIS jobs, and difficulty in providing relevant work experience.” I agree with this assessment. I do not see any reason for an appreciable increase in the number of MIS majors over the foreseeable future, whether the HCB continues to offer the major face-to-face or moves it on-line. I also do not believe that the substantial decline in enrollments is related to an absence or lack of information about the existence of the MIS program at Southeast Missouri State University and/or its qualities. Given the analysis presented in the departmental review (e.g., number of majors, faculty productivity, low enrollment courses), and my own professional assessment of the situation based on program review data and other data from institutional research, I am confronted with the very difficult decision to recommend to the Provost that the major in Management Information Systems be discontinued and that any resources released by this action be devoted to enhancing existing business programming, or implementing new business programming, that is more closely aligned with the needs of the service region and offers a greater potential for growth. While this recommendation no doubt disappoints the faculty primarily responsible for the MIS major, I believe this recommendation is in the best long run interest of the University and the Donald L. Harrison College of Business.

Final Chair Comments on Entire Document

On Friday January 29, the Committee for Academic Program Review met and reviewed the Management Information System (MIS) Program in the Harrison College of Business. Based on information made available to us, the committee seriously questions the viability of the MIS program. We are especially concerned with the following points: • A substantial decline in majors – 75% drop from 2004 – 2009 (116 to 28 majors) • Cost exceeds revenues by approximately $100,000 • Cost per major ($3,031) is well above the average College ($2,321) and University ($3,083) cost per major • Weakening external demand both regionally and nationally • Efforts by the Program faculty to address the problems have met with little success • Analysis presented by the program's faculty was not optimistic that positive changes could occur. Therefore, the Committee's unanimous recommendation is that the Provost's Office further review the MIS program and develops a plan to address our concerns of the program's viability.

Committee's Recommendation

The Committee's unanimous recommendation is that the Provost's Office further review the MIS program and develops a plan to address our concerns of the program's viability.

Provost's Decision

(Maximum length is 3600 characters; extra characters will be truncated when saved.)
This is a recommendation to discontinue the Management Information Systems (MIS) Program in the Donald L. Harrison College of Business. These are the reviews and documents which led to my recommendation:

Recommendation from the Department. The department "planning for the future" section in the program review analysis points out programmatic weaknesses and concludes: "Given the upcoming retirements and the current Program self-evaluation by the MIS faculty, the College and University should consider: a. ways to strengthen the MIS Program by strategic hiring replacement, or b. whether or not the MIS Program is a viable major at SEMO".

Recommendation from Dean McDougall. I have considered the Dean's recommendation which indicates: "I am confronted with the very difficult decision to recommend to the Provost that the major in Management Information Systems be discontinued."

Recommendation from Faculty Advisory Committee. The Faculty Advisory Committee's comments may best be summarized by: "The Dean's assessment is in line with the discussion throughout the report, which has been straightforward and honest," and "...this major is no longer appropriate for the needs of the service region in which many students reside."

Review of Data. I have studied key data sets which reveal significant programmatic weaknesses and declining enrollment, characteristic of a program no longer meeting the needs of its constituents.

Review by University Legal Counsel. University Legal Counsel has reviewed these processes and found them consistent with good practice and university policy.

Based on these findings, it is my recommendation that the Management Information Systems (MIS) Program in the Donald L. Harrison College of Business be discontinued.