

**LINN BENTON COMMUNITY COLLEGE
CURRICULUM REVIEW: APRIL 29, 2016**

Course Name

BA 291 “Business Process Management”

Percentage of Materials that are Open Educational Resource

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Course Outcomes and Assessments Used

BA 291 has seven learning outcomes:

1. Conceptualize business operations as processes.
2. Model simple business processes in terms of the actors and activity sequences involved, the data flowing through those sequences and the dependencies between data and business activities.
3. Recognize probabilistic components of business processes and assign distributions to these components.
4. Characterize business processes in terms of their key operations characteristics, e.g., productivity, efficiency, service quality, sustainability, time and costs associated with waiting, material volume and service/product customization.
5. Formulate improvements to observed processes and estimate the effects of these improvements with the help of simulation.
6. Identify the role of information systems in business processes, e.g., recognize and specify where information technology can be applied; recognize the role of Enterprise Resource Planning (ERP) systems.
7. Recognize the interdependence of business processes within and across organizational boundaries.

The BA 291 course is divided into credit units. The first credit unit introduces the interaction between business operations and data processing, and includes three modules, with each module assessing competency through testing that requires the student to successfully demonstrate knowledge.

The first module covers the concept of “services” in the economy, and the shift from goods to services with the implications. The second module discusses the Internet and point to point data and implications. The third module introduces the concept of “big data” and how it leads to market opportunities. All modules assess the student’s knowledge of concepts through short essay questions that cover concepts learned. Modules have “self-check” points, which are quizzes that contain questions tied to class materials. A final assessment at the end of the three modules comprehensively evaluates the student’s competency and understanding of all concepts through administration of a quiz.

The second credit unit contains three modules, which focus on operational best practices. The first module covers business processes as creating value across multiple operational areas. The

second module focuses on information systems that support business processes. The third module covers service design in business. All modules assess the student's knowledge of concepts through written short answers and essays that cover concepts learned. Modules have "self-check" points, which are quizzes that contain questions tied to class materials. A final assessment at the end of the three modules comprehensively evaluates the student's competency and understanding of all concepts through administration of a quiz.

The third credit unit contains three modules that build upon credit unit two to cover concepts at a more micro level, including the use of case studies. The first module discusses how information systems can simplify complex business processes. The second module covers process mapping. The third module covers process improvement. All modules assess the student's knowledge of concepts through applied activities and short answer essays that promote the application of relevant concepts. Modules have "self-check" points, which are quizzes that contain questions tied to class materials. A final assessment at the end of the three modules comprehensively evaluates the student's competency and understanding of all concepts through administration of a quiz.

The fourth credit unit contains three modules that cover concepts related to business processes in the context of management theory. The first module provides a theoretical basis to management processes. The second module expands the discussion of management theory to cover such concepts as Total Quality Management (TQM). The third module covers the management theory of Business Process Management (BPM). All modules assess the student's knowledge of concepts through applied activities and short answer essays that promote the application of relevant concepts. Modules have "self-check" points, which are quizzes that contain questions tied to class materials. A final assessment at the end of the three modules comprehensively evaluates the student's competency and understanding of all concepts through administration of a quiz.

All modules have assessments that require the student to demonstrate proficiency of the concepts taught in the modules. Proficiency is demonstrated through application of knowledge utilizing short answer essays that include concepts taught in lessons and through exercises. A final assessment at the end of the modules comprehensively evaluates the student's competency and understanding of all concepts through administration of a final quiz.

Teaching Methods

BA 291 is taught online. Teaching methods include the use of readings, proprietary videos and journal articles, and practice exercises that students can conduct on their own time.

Industry Standards and the Course

The BA 291 course is not designed to embed particular industry standards; however, relevant business theories and management concepts and terms are integrated into the curriculum.