

CONFIDENTIAL

# **SUGGESTIONS FOR WKU CBPM CLASS OPERATION IMPROVEMENT**

PROPOSAL: 3.0

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# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 1.1. OVERBOOKING AND MISMATCHING CLASSROOMS

### PROBLEM

- In 2022 Spring, MGM classes got oversized classes that outnumber the maximum capacity of classrooms (i.e. 34 ~ 40 students for maximum 30 seats classroom).
- Instructors and students experience chaos for unprepared classroom settings!

### ROOT CAUSE

- Accepting the override without considering the classrooms' capacity.
- "Course Retaking Policy (students can retake any courses with no limit until they got A)" should be properly managed.

### SUGGESTION

- Limit class size according the classroom capacity.
- No override policy is desirable!
- If Necessary, Registra Office and CBPM office 'control' the course adjustment with no attribution to Instructor's involvement.

# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 1.2. UNAPPROVED OVERRIDE / REGISTRATION CLASSES ISSUE



**PROBLEM**

- In 2022 Spring, unapproved by instructors override or registrational changes to CBPM classes occur (e.g. MGS4999 Capstone Course)

**ROOT CAUSE**

- Uninformed changes made by 'unknown' authority(?) without involving instructors.

**SUGGESTION**

- Process legitimation is necessary

# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 1.3. NON-BUSINESS STUDENTS SWEEP "A" S FROM MGM COURSES

### PROBLEM

- In 2022 Spring, many non-business major students (e.g. Computer Science) students registered CBPM MGM Business Analytics Courses. And, they sweep "A" s from the course.

### ROOT CAUSE

- Non-Business College Students can register the MGM courses without controlling nor permission from the CBPM office / faculty (instructor)'s permission.

### SUGGESTION

- Limit the inter-college course registration.
- If a non-business students want to join the Business course, they need to get approval from CBPM office "AND" CBPM Instructors.

# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 2. UNNECESSARY MOTION & TRANSPORTATION OF TEACHERS

### PROBLEM

- Classroom allocation should minimize the unnecessary motion and transportation. MGM faculty members would work better in the 2<sup>nd</sup> floor classrooms with minimized motion and transportation.

### ROOT CAUSE

- However, classrooms are randomly given, and it increased MUDA.

### SUGGESTION

- Prioritize classroom allocation
  - MGM for 2<sup>nd</sup> floor classrooms!
  - FIN for 3<sup>rd</sup> floor classrooms!
  - ACCT for 4<sup>th</sup> floor classrooms!

# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 3. FAIR CLASS SCHEDULE FOR CBPM

### PROBLEM

- CBPM has disadvantage in terms of class schedule for the path dependency. CBPM has more early morning class (8:30AM) and night classes (after 4:30PM, No staff support available).

### ROOT CAUSE

- When WKU started operation, Regular Daytime class slots were occupied by early starters (Non-CBPM colleges). When CBPM started operation, daytime regular class slots (10AM ~ 4:30PM) were not available. In addition, larger class size of CBPM courses were not fully supported in daytime operation.

### SUGGESTION

- More Daytime Regular Class Slots for CBPM Classes
- Minimize 8:30AM class
- Minimize after 4:30PM class (No staff support)

# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## IMPROVING PASS/FAIL OPTION OPERATION

### PROBLEM

- Pass/Fail option was introduced to accommodate “remote” Class participants’ learning and assessment issues. However, Pass/Fail option better not to exercised for Face-to-Face class for unbusiness issues for participants.
- However, if the Pass/Fail option is necessary, we need to make it better.

### ROOT CAUSE

- Currently, Registra office only take the direct application of Pass/Fail option from a faculty advisor, not students. Faculty advisors have little situation knowledge, and we are suffering from “random, irritating, disruptive, and unpredictable” request from students in the avocational time.

### SUGGESTION

- Let students take a responsibility of the application of Pass/Fail to Registra office
- Faculty members can check and sign



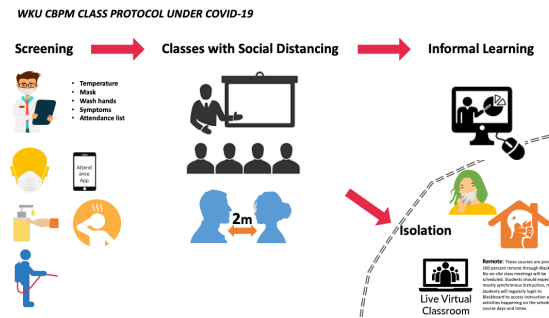
# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 5. ESTABLISHING CLASS PROTOCOL UNDER THE PANDEMIC

PROBLEM

- We need an established and official class protocol under the pandemic situation to address the changing class situations according the pandemic issues. Tentatively, we have unofficial class protocol. But it does not guide us clearly (e.g. After two weeks F2F & Remote at the same time, Then,?) .

Unofficial Protocol



SUGGESTION

- Let us construct and legitimize a “Class Protocol” under the pandemic situation in order to “Manage” classes in the right manner.

# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 6. LAUNCHING “KEAN HOTLINE” FOR DIRECT REPORT

**PROBLEM**

- Recently, Wenzhou campus had several ‘Ethical Misconduct Cases’ that were not able to address by the campus because those were made by Kean direct contractor and/or Non-Chinese nationalities.

**ROOT CAUSE**

- Those Ethical Misconducts were made by Kean direct contractor and/or Non-Chinese nationalities.

**SUGGESTION**

- Launching “Kean Hotline” at Kean USA HQ campus to listen and address those ethical misconduct cases. The Hotline can be operated under the “Kean USA Ethics Office” supervision to accept ethics complaint form directly from Wenzhou campus people.



# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 7. OPERATING “KU-WKU WORKING GROUP” TO ADVOCATE KEAN VALUES

### PROBLEM

- WKU’s operations are frequently deviated from the Kean’s by-laws, rule, agreement, and norms because of physical distance (10,000 miles away!) and situated conditions (e.g. COVID-19 pandemic).

### EXAMPLES

- For example, Faculty ARTP affairs are separately managed for “annual contract with KFT-Kean HQ administration. In addition, many operational decision were implemented by Wenzhou admins without negotiation and agreement with multiple stakeholders of Faculty members and Students.

### SUGGESTION

- Setting up KU-WKU Working Group to make a collaborative decision for better operations that aligned with Kean-WKU Mission and Values. To implement “Operational Decision”, those agenda should be discussed, negotiated, and agreed by the KU-WKU Working Group. The Working Group could be formed with same numbers from KU HQ and WKU Admins (e.g. 4 + 4; President Office; Provost Office, KFT representative; and Student Advocate).

# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 8. Automatic Exam Scorer (e.g. Scantron)

### PROBLEM

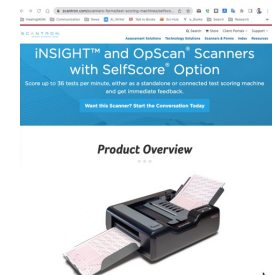
- WKU CBPM's class size is getting bigger and bigger every semester with little personnel support. For teachers, Grading for exam and homework is the most time-consuming work.

### EXAMPLES

- For example, if a faculty has three combined classes that requires 180 ~ 240 students to admin exams and homeworks. Grading those numbers are not easy. If teachers have auto-scoring machine(s), we can dramatical improve our grading speed.

### SUGGESTION

- We request for Scantron or compatible Machines (for each department).



# WKU CBPM MGM CLASS OPERATION IMPROVEMENT

## 9. Dedicated Exam Space (200 seats) for CBPM

### PROBLEM

- WKU CBPM's class size is getting bigger and bigger every semester with little personnel support. For teachers, administering exam(s) is a big challenge.

### EXAMPLES

- For example, if a faculty has three combined classes that requires 180 ~ 240 students to admin exams. In general classroom, it's not easy to control and manage the exam. So, we need to have dedicated "Exam Space" that has around 200 seats to monitor and admin exam(s).

### SUGGESTION

- On the roof-top of CBPM building, Farahi Garden has a space to accommodate the 200 seats exam space. We can cover the head with "Solar Panels" to show our sustainability credential while under the solar panel, we can install the Exam spaces (four seats x 5 rows x 4 columbs with Numbers)

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