

STRENGTHS AND WEAKNESSES OF AN INFORMATION SYSTEMS PROGRAM: A LONGITUDINAL ASSESSMENT OF STUDENT PERCEPTIONS

Susan Rebstock Williams
Georgia Southern University

Barbara A. Price
Georgia Southern University

ABSTRACT

Nowhere in the applied business disciplines is the need for continuous monitoring and improvement of university degree programs more paramount than in information systems (IS). IS programs, by their very nature, must constantly evolve if they are to maintain a reasonable level of currency with rapidly changing state-of-the-art technologies and industry practices that leverage them. The importance of assessing the quality of such programs is underscored by the fact that performance assessment is becoming an increasingly important issue in accreditation decisions. Ideally, such assessments help universities evaluate the quality of the services they provide to their various constituencies and provide a mechanism for identifying strengths and weaknesses of their programs. In this paper we describe a methodology that is being used to assess strengths and weaknesses within an information systems degree program. The identification of these strengths and weaknesses is a preliminary step in the development of a larger and more encompassing performance assessment model.