UT DALLAS

Term: 2017 Spring (17s)
School: Jindal School of Management
Dept: Management

Class ID: OPRE6302.502.17S
Title: Operations Management
Enrollment: 38
Instructor: Ozalp Ozer

Course Experience for OPRE6302.502.17S - Operations Management

Evaluation Scale is 5 Level Likert Item	SD	D	N	A	SA	%/#	SD	D	N	A	SA	TOT	Summary Statistics	
The course objectives were clearly defined.	0%	0%	4%	7%	89%	%	-	-	4%	7%	89%	100%	M	**4.94**
													μ	4.86
						#	-	-	1	2	25	28	σ	0.45
													N	28
The course was well organized.	0%	0%	0%	11%	89%	%	-	-	-	11%	89%	100%	M	**4.94**
													μ	4.89
						#	-	-	-	3	25	28	σ	0.31
													N	28
Overall, the course was excellent.	0%	0%	0%	11%	89%	%	-	-	-	11%	89%	100%	M	**4.94**
													μ	4.89
						#	-	-	-	3	25	28	σ	0.31
													N	28

Instructor Ozalp Ozer (OPRE6302.502.17S)

Evaluation Scale is 5 Level Likert Item	SD	D	N	A	SA	%/#	SD	D	N	A	SA	TOT	Summary Statistics	
The instructor was well prepared in the subject area.	0%	0%	0%	7%	93%	%	-	-	-	7%	93%	100%	M	**4.96**
													μ	4.93
						#	-	-	-	2	26	28	σ	0.26
													N	28
The instructor communicated information effectively.	0%	0%	0%	7%	93%	%	-	-	-	7%	93%	100%	M	**4.96**
													μ	4.93
						#	-	-	-	2	26	28	σ	0.26
													N	28
The instructor seemed genuinely interested in teaching.	0%	0%	0%	4%	96%	%	-	-	-	4%	96%	100%	M	**4.98**
													μ	4.96
						#	-	-	-	1	27	28	σ	0.19
													N	28
The instructor provided timely feedback.	0%	4%	0%	25%	71%	%	-	4%	-	25%	71%	100%	M	**4.80**
													μ	4.64
						#	-	1	-	7	20	28	σ	0.68
													N	28
The instructor was accessible outside of class.	0%	4%	4%	18%	75%	%	-	4%	4%	18%	75%	100%	M	**4.83**
													μ	4.64
						#	-	1	1	5	21	28	σ	0.73
													N	28

The instructor evaluated students fairly.						%/#	SD	D	N	A	SA	TOT	Summary Statistics	
	0%	0%	0%	7%	93%	%	-	-	-	7%	93%	100%	M	**4.96**
													μ	4.93
						#	-	-	-	2	26	28	σ	0.26
													N	28

Overall, this instructor was excellent.						%/#	SD	D	N	A	SA	TOT	Summary Statistics	
	0%	0%	0%	7%	93%	%	-	-	-	7%	93%	100%	M	**4.96**
													μ	4.93
						#	-	-	-	2	26	28	σ	0.26
													N	28

Student Experience for OPRE6302.502.17S - Operations Management

Evaluation Scale is 5 Level Likert Item	SD	D	N	A	SA	%/#	SD	D	N	A	SA	TOT	Summary Statistics	
I was free to ask questions and express my opinions and ideas.	0%	0%	4%	7%	89%	%	-	-	4%	7%	89%	100%	M	**4.94**
													μ	4.86
						#	-	-	1	2	25	28	σ	0.45
													N	28
My performance was evaluated fairly.	0%	0%	4%	7%	89%	%	-	-	4%	7%	89%	100%	M	**4.94**
													μ	4.86
						#	-	-	1	2	25	28	σ	0.45
													N	28
I discussed ideas from this course with others outside the classroom.	0%	0%	0%	14%	86%	%	-	-	-	14%	86%	100%	M	**4.92**
													μ	4.86
						#	-	-	-	4	24	28	σ	0.36
													N	28
This course has been (or will be) of value to me.	0%	0%	0%	7%	93%	%	-	-	-	7%	93%	100%	M	**4.96**
													μ	4.93
						#	-	-	-	2	26	28	σ	0.26
													N	28
This course inspired me to learn more.	0%	0%	0%	7%	93%	%	-	-	-	7%	93%	100%	M	**4.96**
													μ	4.93
						#	-	-	-	2	26	28	σ	0.26
													N	28

Comments - *Access to comments is restricted. You have permission to view comments*

What aspects of this course should remain the same?

1. This is one of the best course I have taken in my MBA. The Professor is very knowledgeable and very good in communicating what he is intend to teach.
2. Professor's teaching style is engaging and assigned cases relate well to the course topics.
3. There are so many concepts related to Supply chain that professor tell in class should be same
4. I loved the professor's inspiration for students to have a passion and good attitude towards their goals.
5. All aspects
6. All of the aspects should remain the same. Learning through real case studies is a very effective technique that most professors at JSOM should implement at the graduate level. And the game and guest speaker added great value to the class objectives.
7. The clurse structure.
8. The overall course structure should remain as it is.
9. Providing real life problems and asking students what they thought may be the best solution; thus creating a class discussion that was very insightful. I enjoyed the simulations and the guest speaker.
10. The case studies allowed us to review and identify the problems being faced by the organizations instead of incorrectly identifying symptoms as problems. The games provided opportunities to simulate the supply

chain and to experience first-hand some of the decision making challenges suppliers and customers face. Breaking the group project into milestones and getting immediate feedback after each milestone was reached, helped the team to focus on the important components of the research.

11. All of it. I took this course in undergrad and struggled to get through it, not because the material was difficult, but because of how it was presented. Dr. Ozer did an amazing job of being highly enthusiastic, and giving concrete real world examples on what effects certain concepts have on firms. His love for the material, and life in general, is contagious. The way he has structured his course, through a combination of energetic lectures, group case studies, and a group project putting to practice all that has been taught throughout the semester, really allows for one to retain as much information as possible. Onto that he adds small but extremely important in my opinion life lessons that we as students can try to integrate within our lives if we feel fit. Things such as being present are you with me?, how to review and summarize higher level thinking, sustainability, how to possibly achieve happiness; those are all included within his lectures. Dr. Ozer's emotional intelligence and ability to read the mood of the class was great; he always knew how to bring out the highest level of discourse from us. I can't recommend Dr. Ozer enough.

12. Teaching this course using case studies is incredibly effective. Professor Ozer would assign the case studies, and discuss them in detail during the lecture they were due. This allows the students to apply what they have learned throughout the semester on their own, then see what happened in the "real world". The organization of the course very well designed. Oftentimes, people only concern themselves with the physical process in a supply chain, and neglect the importance of the people working in it. Starting from the firm level and drilling down to the people level allows the students to learn about operations from several perspectives. Most importantly, though, the professor should remain the same. Very few people have the passion for helping others to succeed as Professor Ozer. Occasionally, he takes time out of class to discuss more general life lessons that can be applied in students' personal and professional lives. In today's society, people are very driven to achieve a certain numerical goal; in the process, they can lose sight of what is important - our well-being. Professor Ozer is not simply worried about how we performed in his class; he truly cares how we perform in life.

13. I enjoyed how the professor not only taught the subject matter but explained scenarios with real world insight. He also brought in a professional who gave great insight.

14. Professor Ozer's lecture style was refreshing and innovative. He leveraged his experience outside the classroom to provide real world case studies and it was apparent that he was well versed in the subject matter. I thouroughly enjoyed his class.

15. I love professor Ozer's teaching style as it keeps students focused and engaged in the lecture. His lessons go beyond the classroom helping students succeed in the real world as well. Also, I really like the case studies as it gave real world situations and examples that helped us identify with what the lectures were teaching.

16. The Layout of the course beginning with intense workload and slowly ramping down was a unique approach that I enjoyed. It allowed for a higher level of focus near the end, while working on the project. Many of the subject matter is extremely useful in any discipline. Enjoyed the "Trust" subject matter as well.

17. I truly enjoyed the course layout and material shared from the foundational start with 3 perspectives to the end with trust and behaviour issues in management. The weekly exposure to various case studies gave me a clear perspective on how other supply chains function around the world. Although we didn't have time to go into much detail due to lack of time, it was enough to understand the important concepts.

What aspects of this course need improvement?	
	1. Homework assignments were often given verbally at the end of class - this created confusion regarding expectations. Group case write-ups seem redundant, given that each student answers the same questions individually online before class.
	2. The syllabus should include more topics such as there is no need of whole lecture on teaching only Bull whip effect. Course should be made more analytical
	3. None
	4. More quantitative analysis.
	5. Everything is perfect.
	6. I would say that I would've liked having a textbook to reference material from the class. We had reading assignments, however, I think having assigned chapters to read would have helped me better understand the concepts discussed in class.
	7. I didn't find any areas that need changing.
	8. Sometimes, there was uncertainty in grades on case assignments. However, I think reviewing the case in class gives a clear indication of how well we did on these assignments.
	9. I enjoyed everything. dont change a thing especially the 360 review

10. Understanding where my grade was in the class was confusing as I needed to provide this information to my advisor for next semester registration purposes.

11. No areas of improvement at this time.

12. First exam is rather difficult, however all students have possibility to fix work. Would like to see discussions also lead students into more first hand experience related to subject matter.

13. Honestly, not very much. I think it is critical that students are better prepared for the statistical aspects of the course. This was the area that I struggled in. Maybe ensuring the pre-qualification for the course is enforced a bit better.

Additional comments:

1. Professor is extremely knowledgeable and clearly passionate about teaching.

2. The first half of the course is pretty good but second half is little vague and its not specific to operations management. Overall it was a really nice experience specially doing the project.

3. There was a bottleneck with in class participation games, and the second one inparticular seemed to run a little long or it could be said "the throughput had some longer queues than desired because the inflows were exceeding outflows. Students were incentivized for performance which is great for but I think a 2 sided metric in which time was also part would serve as being very beneficial to the overall experience. In operations time is can be make or break. Making decisions and reacting quickly are very beneficial. I just had to say something, you cannot assume the system is perfect when asked to review it. The class was excellent glad I had it with Dr. Ozer.

4. Professor Ozer is really making the difference in teaching, he does not only covered the material in class, but also shared many of his work experiences with us, from which we learned a lot. He also inspired us to continue growing in our careers, personal life, and to give back to our community. Awesome professor!

5. The case study and study materials before each class were really helpful. The teaching style is really good. The way professor motivates and helps us retain the course knowledge before each class was really helpful. One of the best teaching experiences I ever had, the best one.

6. I thoroughly enjoyed, and learned a lot from this class. I learned the value of aligning the whole supply chain process end-to-end including incentives for all members involved. Some of lessons learned can be applied immediately in any work situation or business process. It was a lot of work - but well worth it.

7. Without a doubt, this class has proven to be the most important one I have taken to date. Professor Ozer has taught us how to think critically about processes and how to ensure an organization and its people are aligned. Thanks to Professor Ozer, I look at a tag on a piece of clothing with U.S., U.K., and Canada prices and think, "gee, they're pooling their uncertainty". Also, traffic does not bother me because I understand the bullwhip effect. These are just tiny examples of how Professor Ozer has taught me to view the world.

8. I would HIGHLY recommend this class to anyone even if this was not their major, this class has been a true inspiration for how I will go about my future plans. I was very close to dropping this course with my work and family schedule, however for some unknown reason I kept going and I can say that I would of regretted it if I had made that decision. Professor Ozer is an amazing professor with gift of teaching and if it can change and inspire me I'm sure there are many more to go.

9. You get out what you put in !!!

10. This course was by far one of the best I have ever taken. Professor Ozer's methodology and energy is infectious. He pushes students to apply the teachings in not only within supply chain, but other aspects of life. I found myself quoting him many times. I like how the text was not mandatory, as well. The case study design of the class, is well suited for the subject matter.

11. The quality of the professor Ozer's desire to teach, to push, his passion, and motivation were obvious in every lesson. This was one of the few professors that I honestly felt I learned important skills that would help me in my management career, not only important material about the course but also how they apply to life and ultimately the real world. I wanted to go to every class because I did not want to disappoint and I knew I would learn something productive. The case study format for assignments is information and effective. You get much more understanding about true supply chains and various processes involved. I wish other ops classes has a similar format.

Class Grade Distribution (OPRE6302.502.17S)

No Grade Data Available