University of Michigan
Fall 2022 Instructor Report
TO 313-001: Operation Mgt
Clare Snyder

33 out of 76 students responded to this evaluation.

Responses to University-wide questions about the course:

	SA	A	N	D	SD	NA	Your Median	University-Wide Median	School/College Median
This course advanced my understanding of the subject matter.(Q1631)	19	13	0	0	1	0	4.6	4.5	4.5
My interest in the subject has increased because of this course.(Q1632)	14	12	5	1	1	0	4.3	4.2	4.2
I knew what was expected of me in this course.(Q1633)	25	7	1	0	0	0	4.8	4.6	4.5
I had a strong desire to take this course.(Q4)	7	8	14	2	1	1	3.4	4.0	4.0
As compared with other courses of equal credit, the workload for this course was (SA=Much Lighter, A=Lighter, N=Typical, D=Heavier, SD=Much Heavier). (Q891)	0	2	19	10	2	0	2.7	3.0	3.0

Responses to University-wide questions about the instructor:

	SA	A	N	D	SD	N/A	Your Median	University-Wide Median	School/College Medians
Clare Snyder seemed well prepared for class meetings.(Q230)	25	7	1	0	0	0	4.8	4.8	4.9
Clare Snyder explained material clearly.(Q199)	21	8	3	1	0	0	4.7	4.7	4.7
Clare Snyder treated students with respect.(Q217)	32	1	0	0	0	0	5.0	4.8	4.9

Responses to questions about the course:

	SA	A	N	D	SD	N/A	Your Median
Overall, this was an excellent course. (Q1)	19	11	2	1	0	0	4.6

Responses to questions about the instructor:

	SA	A	N	D	SD	N/A	Your Median
Overall, Clare Snyder was an excellent teacher. (Q2)	24	7	1	1	0	0	4.8
Clare Snyder was accessible to students outside of class. (Q52)	29	4	0	0	0	0	4.9
Clare Snyder held students to a high standard. (Q1712)	23	8	1	0	1	0	4.8
The faculty member acknowledged, addressed, and included a diverse range of perspectives. (Q1878)	28	4	1	0	0	0	4.9
The faculty member fostered a sense of inclusion and belonging in this course. (Q1879)	29	3	0	0	1	0	4.9

The medians are calculated from Fall 2022 data. University-wide medians are based on all UM classes in which an item was used. The school/college medians in this report are based on School of Business Administration classes.

Written Comments

How can this course be improved? (Q926)

Comments
I think that cases could have been spaced out better.
Slides are lacking in contents.
It would be helpful to switch groups halfway through the midterm. This would allow us to work with students with different learning and working styles and get to know more students in the class more closely.
give context to cases in class
More cases.
i know there was some debate about whether quizzes should be at the start or end of class, i honestly like them better at the end! makes it easier when material is fresh rather than just from the preclass videos or after several days have passed.
The course needs to find ways to move quizzes out of the same day of the content because those were my worst scores and the classes worst scores. Also avoid doing them the day after break!!!! Clare taught well and clearly understands the material but sometimes would provide unclear descriptions of some content on occasion which was confusing, much of this will be fixed with more sessions as a teacher. The cases provided a great way to apply the class concepts but were often close together and overlapped on similar content. I believe Kristen's cookies and cranberry case overlapped and would be best to simplify this down to one as having a case due week 1 was quite stressful.
This course can be improved by shuffling the teams for cases. If you were assigned to a team that didn't do anything, you had to do the cases mainly by yourself the whole semester.
There are too many assignments at the back end of this course. The final month is very hectic with three cases piled on back to back. This forced us to work over Thanksgiving break, which should absolutely not be the case because that time is set aside for students to relax, destress, and spend time with family. Ross faculty boats about how they care about students and want to nurture their academic and professional growth, but It's unfair of the TO department to assign a case that's due right after this break. Additionally, our in–class quizzes would sometimes include material that would be taught in the sam day. This doesn't allow students adequately prepare for quizzes, and from the faculty perspective, it isn't even an accurate gauge of students' comprehension of the course material since students have digested the information properly yet.
N/A
The case days can be reduced – as it seems unnecessary to students for spending a whole day of content after we have worked on it in teams. I believe having those days as content and mini review of the case would be bette r
This may be a personal issue, but I am not interested in this content and did not see how it could be applied to my life or career in business. Therefore, my sense of motivation for taking the course was pretty low.
We weren't able to get too much help on the case assignments because TA office hours would always be so full. We ended up having to wait an average of two hours just to get a question or two asked.
There could have been more formal instruction in class in addition to asynchronous pre–class videos.
More practice problems before exams
Slower pace so students can complete more practice problems in–class before quizzes are given.
Teach more in class instead of only relying on videos.
More office hours for cases.
Not sure!
I think having more practice problems would be very helpful.
Please be more clear with wording of the questions in the future. Often times I feel as though I am being tested on interpretation of the question, as opposed to actually applying the material we learned in this class – which should be the only goal of this course.
Don't like the RIS policies, unrelated to this course specifically though.

What were the strengths of the course ? (Q953)

Comments
The strengths of this course were that it really helped me. to understand operations processes and how the supply chain works.
Clare Snyder created an environment where everyone's questions are considered. She will go far and beyond to help students grasp the contents and made herself available to anyone who needs further assistance. Her office hours are always welcoming and I was sometimes tempted to just walk in even though I had no questions
Clare was always accessible, was quick to reply to emails, and was always willing to explain a concept in a different way to help us understand better. She encouraged questions and her positivity and passion for the class made the class more fun and easier to engage with.
expectations were enumerated not too many assignments
I liked how there was always options to practice the content.
material was well explained and practice problems in class helped clear things up a lot. professor synder was great and explained everything well, while also creating an environment where answering questions or being wrong wasn't intimidating, which is hard to find in ross.
Clare was excellent in providing help outside of class since her office hours conflicted, I often reached out and she was very responsive. The cases provide a great way to have real life application of the course concepts. I think the class content was easy to digest and I feel very comfortable in knowing how and when to apply it especially with the availability of help from Clare if needed for any confusions.
The in class problems and real world examples
I liked how applicable the course content. Nothing seemed like something I wouldn't need to know in my future. Additionally, despite the back–loading of assignments, the course did a good job of spacing assignments out in accordance with the other RIS classes.
N/A
Always went above and beyond to answer our questions (inside/outside of class). She would also respond to emails out of business hours and never not offer to hop on a zoom to clarify questions. Super accessible overall!
I liked the pre–work videos as it motivated me to learn and understand and prepare questions for the upcoming class.
Nicely structured pre–class videos and I always knew what to expect each class.
I really liked the real–life application of this class. I'm able to see operations in my every day life now.
Really good explanations and walkthroughs
Interesting concepts, reasonable pace, workload was consistent with expectations
Very well–organized material. Great availability of practice problems for the exams. I enjoy how thoroughly we go through each case. Clare made the class engaging and informative. Clare made sure she was very available for us, especially during cases!
Interesting and useful content.
Clare was the strength! She made learning fun and was always so passionate and energetic when teaching. She was truly amazing and exceeded my expectations for a professor.
technicals
I really appreciate the TA group office hours for the cases, I found them very helpful. Clare was an incredible professor. She always went above and beyond with helping her students. She was extremely flexible to my crazy schedule, and was able to easily schedule office hours with me that worked around my schedule. During class, she would always answer students' questions in a way that was very easy to understand. I was shocked when I learned that this was her first time teaching; she is a natural with teaching students.
I really appreciated the pre–class videos. Not only were they useful to prepare for class, but they are also useful to watch back as I prepare for the final. Additionally, I liked the in–class quizzes. Despite how unpleasant it might have been for me as a student to study for them frequently, it pushed me to stay on track with the course and not fall behind.
Clare was excellent and went out of her way to help her students. Genuinely passionate about the subject and always wanted to help. One of the best professors I have had during my time at Ross. Other professors should aspire to display a similar degree of passion, empathy, and care as Clare. Thanks for a great semester, even at 8:30 in the morning.