

Business Operations: SAP Implementation

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For my honors project this semester, I decided to work with Dr. Kluczny in my Business Operations class. The first day we met, we decided that I would help with implementing SAP into the class the week following Thanksgiving break. We wrote up a preliminary summary to be approved by the Office of Undergraduate Studies. After we were approved, work began on the implementation. Along the way we molded the project to fit our needs, and the feedback that we received proved that the SAP week was a success.

Dr. Kluczny started by giving me an overview of what he has done in the past. We met on occasion with Dr. Lea to get a perspective on how the week could be modified, but in the end the decision was made to keep the previous syllabus and assignments. My job evolved from lesson-planning to helping students with their questions, reviewing their work, suggesting improvements, and finally creating an effectiveness survey and reviewing the results.

Implementation of SAP went smoothly in my opinion. Dr. Kluczny taught the class, I was available to quickly solve problems, and many of the students that normally paid no attention were attentive and completing their work.

- Monday was Navigation Day, and the students were introduced to the basics of SAP. There was a short assignment that required screenshots and definitions. The assignment was emailed to me, and I looked over them for mistakes. Students with mistakes were given the chance to redo the work for full credit. One student had a problem with a student grading the work, but Dr. Kluczny saw to it that everything was appropriately evaluated.
- Wednesday they received an Operations problem. Their job was to find an error and to report it in the assignment on Friday. All of the days ran smoothly, and the survey results are recorded in the following pages.

I created the following survey:
(surveymonkey.com)

1. How would you rate SAP implementation week?

- I liked it
- I thought it was okay
- I didn't have an opinion
- I didn't like it
- I hated it

2. Was learning about SAP useful?

3. What did you like about the SAP week? (Strengths)

4. What didn't you like about the SAP week? (Weaknesses)

5. What was your prior experience with SAP?

- I didn't know what SAP was.
- I knew it existed, but never worked with it.
- I have had a class where we used SAP.
- Other

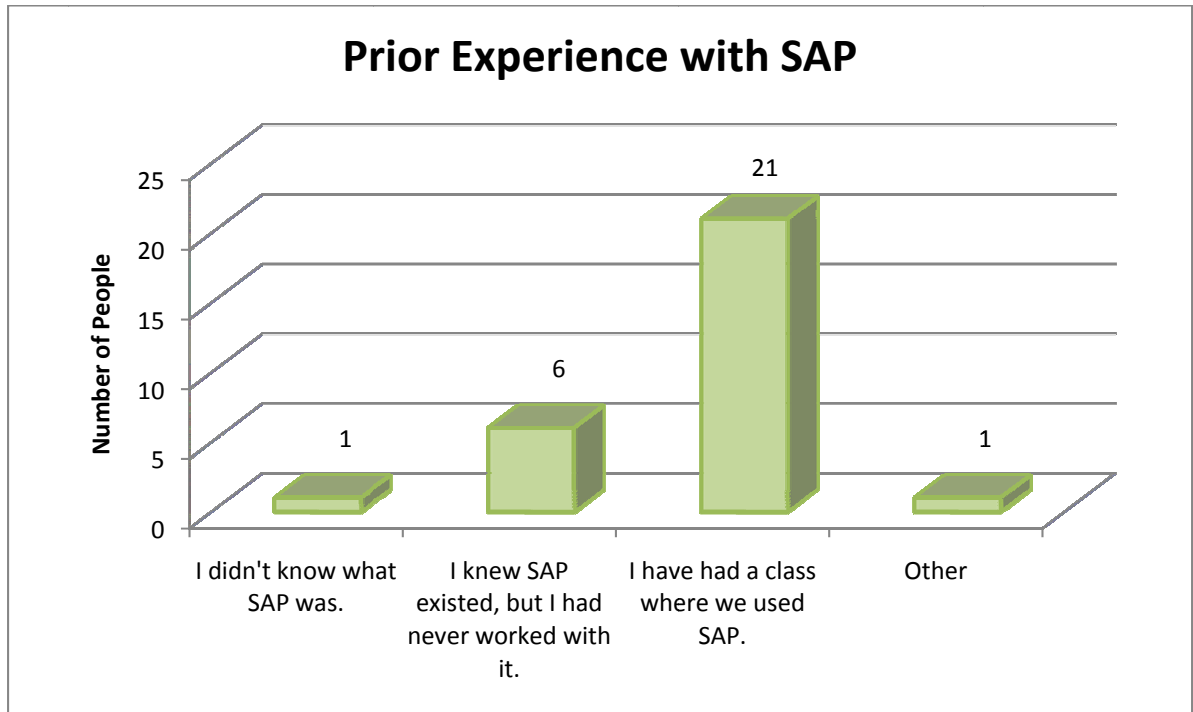
6. Do you feel like studying SAP systems in college will help you later in life?

7. Do you think you would benefit if some of your other classes implemented a week of SAP into the syllabus? If yes, what classes?

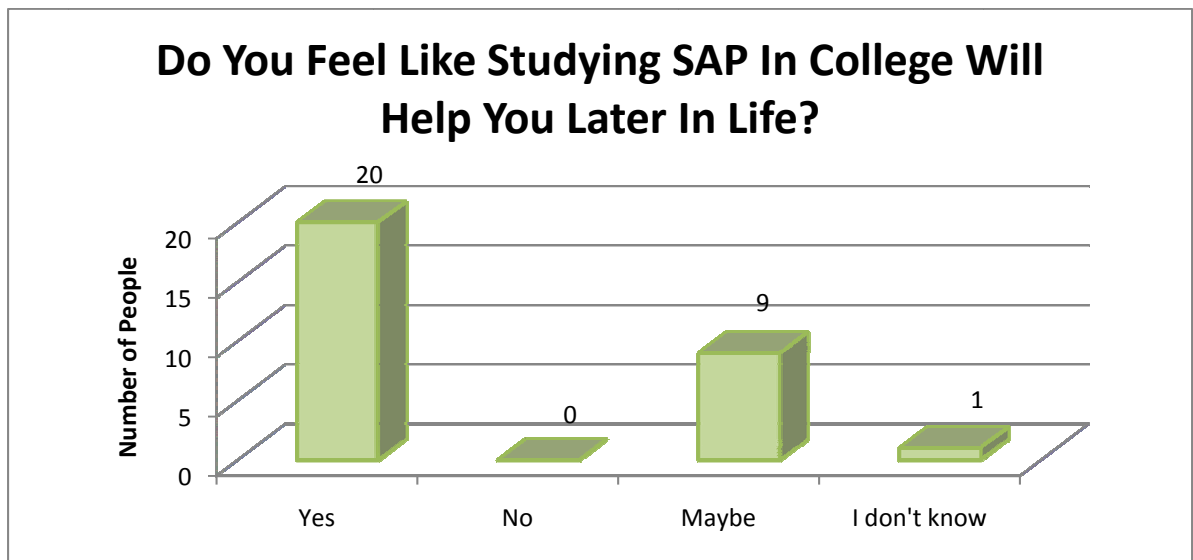
8. Please list your other comments below. Your feedback is very helpful!

The questions that I chose were ones that I felt would best represent the opinions of the students. I really wanted to see if SAP was important to them, and I wanted to find out where the best classes for implementation would be.

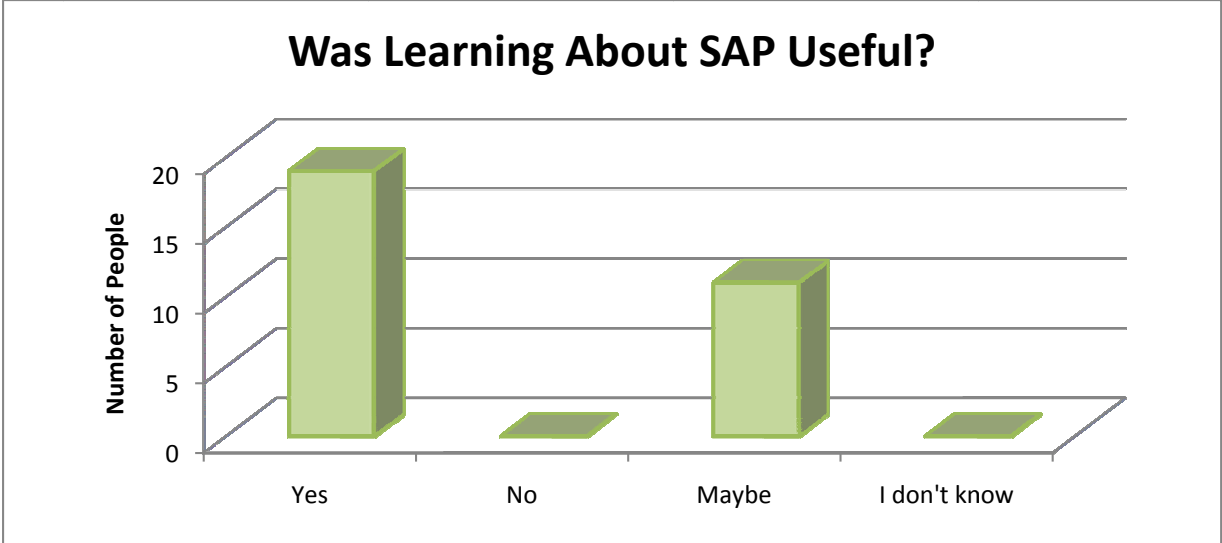
The following are some of the results:



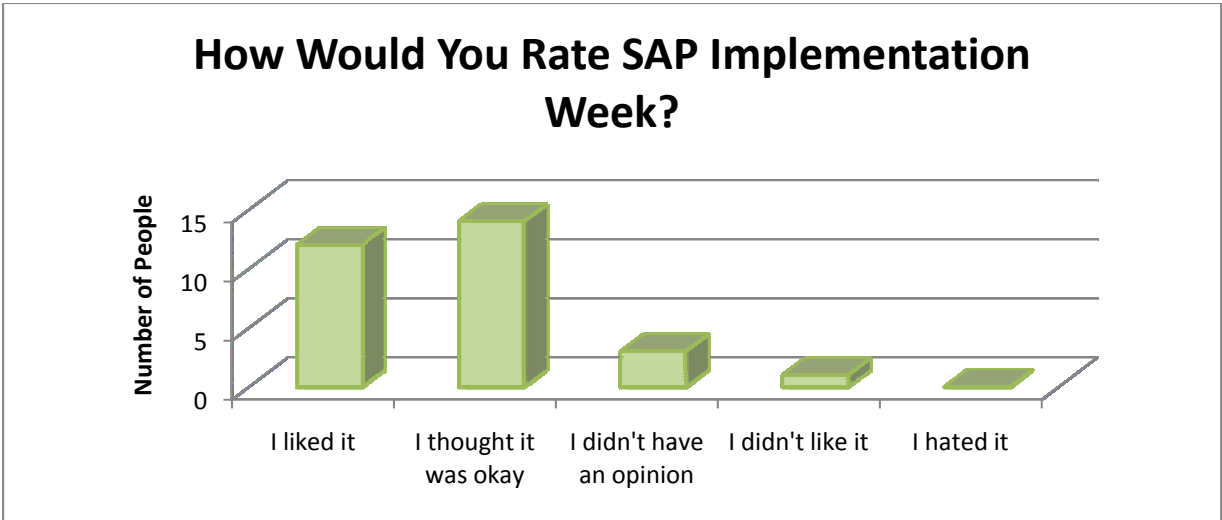
In this graph, we get an idea of how many students have had prior experience with SAP. This week was tailored for those who haven't had any background, so it is possible that the week was easier for most of them. We did, however, introduce SAP application into the operations part of business. This is something that is not touched on in the basic SAP class, ERP 246.



What I found significant about this information is the fact that no one answered 'no'. It seems that most everyone in the class felt that SAP was important in their future.



This feedback is important for the same reason the previous was important. It reinforces my prediction that students would find SAP useful in their lives.



This information is based solely on what the students thought about the week. It is not a question to find out if the students liked SAP, but rather one to have them think about our process of implementation. It can be inferred from this data that our SAP week as a whole was a success.

What the students liked:

- Learning about Navigation and gaining new skills
- Structure
- Reemphasizing the basics
- The use of technology
- It connected the real world with the classroom
- Hands-on examples
- Format
- Overview of SAP

What students disliked:

- They had already taken an SAP class
- Didn't like the computers in the classroom we were using (Schrenk 141)
- Wished it were longer than three days

What classes the students would like to see SAP implemented in:

(Students were 50/50 on whether or not they would like this in a different class. Mainly for the reason that SAP is required for their major)

- Accounting
- IST 50
- Human Resource Management

Other Comments:

- "I think SAP should be introduced when students first get here instead of 2 years after they first get here. I encourage the business management systems program to make students want to get a certification in ERP more towards their beginning years of college. This will result in an increase in knowledge along with an increase in the ratings for the business management systems program here at MST. We have a lot of potential to increase the quality and standard of the business/its programs here but it starts with getting a hold of students when they first get to college."
- A week is too short to learn necessary skills.
- This was a very helpful week.

For the most part, I believe that the students got a lot out of the SAP week. After reviewing some of the comments, I think that starting a basic overview of SAP in IST 50 would be a great change to the curriculum. This way, if the upper-level business classes would like to take a week to look at SAP applications, basic navigations will not need to be taught.

My participation in this implementation process has been amazing for me. I have learned much about curriculum, SAP, and the need to integrate both when possible in our department. I feel like I have come out of this semester much more confident about the potential of ERP in companies and classrooms. Dr. Kluczny, thank you for this opportunity.