

# Spring 2015 Comment Report

ORNEITA BURTON

## Course Sections

**A** IS 410 (01): Enterprise Resource Plan Sys

**B** MGMT 331 (01): Operations Management

**C** MGMT 331 (02): Operations Management

## Comments -

- A**
- There were no expectations established for the course. Our first test was cancelled so we were not able to get a feel for how the course would go. There were three different online platforms that we were expected to keep up with, all three platforms had their own assignments due at different times. One of the online platforms was a course taught by a complete third party which is absolutely free to any user. There were also no system requirements. At the end of the semester I was unable to complete a vital part of course. The class was held in a computer lab but more than half the class had to use their own computers because there weren't enough computers in the lab. If I had known in advance that I would need Access and more RAM I could have prepared for it, but since there was no prior warning, I was left unable to complete the assignment. Many classes consisted of both the instructor and the students attempting to open files. It appeared the professor was unprepared for class. As a Management major with no prior technology courses I felt behind and was unable to complete assignments due to my unfamiliarity. I was excited to take this course because SAP is a valuable skill for many occupations. Unfortunately I do not feel that I have learned enough about SAP to list it as a skill on my resume. I feel that I wasted my time and my tuition dollars on this course.
  - I feel like the class was organized in the beginning, but slowly became more chaotic towards the end. For example, on WileyPlus, due dates weren't established until the 3rd week of school and changed towards the end of the class. I was not sure what to do and when it was due. We also took an online course in parallel to this course. I understand that it was a free learning opportunity, but due to the content being outside of the scope of the class, a majority of us had difficulty completing the online course.
  - Course assignments are spread across too many systems
  - Good class, just not an area I'm interested in, so personally made it hard for me.
  - I really like Dr. Burton and how she is so understanding that we all have other things going on in our lives so she does not set definitive deadlines, she just lets us get the work done whenever we can. She cares more than we understand what we are doing, rather than when we do it. She also had us use a wide variety of tools that gave us great exposure to things we have never done before.
  - Overall, this class has taught me a lot. The main thing I learned was how to trouble shoot. I feel like I was given a real world simulation because in the real world things do not always go as plan, which was how some of the technology went today.
  - I really liked the concepts we read in the textbook, but I felt like what was taught in class was not exactly the same as what we read about, nor was it really reinforced in class.
  - There was way too much to accomplish throughout three different portals. OPEN SAP is a good experience to get, if I would have taken the course beforehand. Doing SAP, wiley & coursesites was way too much work as a whole. There was a lot of material that had to be self-taught. The ERP Simulation game was great, I learned the most in that activity and also enjoyed the competition that took place. The course is something good, but there was just too much resources that I could not grasp a whole concept without getting confused.

- B**
- sweetest lady in the world, awful professor
  - She obviously wants us to learn. She shows that she cares about us by being constantly available to answer questions and fulfill our needs for the class. I have no objections regarding her attitude. The only issue is that the course is disorganized. Most of the time, it is unclear what she wants us to learn from lectures or assignments. It is also for the most part unrelated to the overall theme of the course (operations management). This has made it hard to learn and perform well.
  - There are way more projects in this class than most of my other classes and very overwhelming amount that make students

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stressed (including myself).

- Overall, Orneita is great professor who cares about the learning of her students. However, an area she might improve upon is time management within classes. Also, may need to go over the ERPsim game for a couple days before even starting it.
- This class is very relevant. To keep students engaged and excited I think it is important to use very up to date examples for the projects. Things such as the design of the grill could be swapped for a more contemporary project. There was a decent balance of lecture and other learning, but the lectures were tough to follow.
- Great course material great everything. Love the teacher but she can not teach. The whole class is so lost and has no idea what is going on that it is killing everything. This is my second time to take the class from 3 semesters ago and it has not changed one single bit. I felt the same then as I do now. Teacher can not teach but material and course are great if actually taught. Orneita= great caring person BUT NOT a teacher
- Although she is an incredibly nice and kind woman, her ability to comprehend relevant content as it pertained to the subject being taught was very low. We were constantly tested on material that was never covered nor mentioned during class time. We were briefly introduced to online systems, but the retention of the system was quickly forgotten because Dr. Burton had no way of truly gaging our comprehension of the system in a measurable way. There is no textbook for the class, so the students were generally confused about the direction and concrete material being covered in the course.
- Dr. Burton is an extremely nice teacher who genuinely cares about her students and seeing that they do well. She constantly reminds us of ethical business practices and wants us to be sustainable in the future. She is scattered and it is sometimes confusing to follow what is going on in class, but she is always updating Canvas and has everything posted on there which makes it easy to keep up with what is going on in the class. This class is more technical than most management classes, which is why the students in the class don't have the best attitudes all of the time since they don't understand technology that much, but she does a great job at trying to help us understand and guiding us to find the solutions.
- Dr. Burton is a very nice lady, but a terrible teacher. She does not explain anything clearly and expects students to figure out material alone. One example is on the last test she told us, "Just know the over-arching ideas, no specifics." The majority of the points on the test were open ended definitions of terms that we had to write in ourselves. If that is not specifics, I do not know what is. No matter what I say, she will not get fired. She is one of the teachers who thanks tenure each semester to keep her job. When I met with my advisor to sign up for classes, she even admitted the class isn't bad, it was just the teacher who was bad. Please, for the sake of all future students, fire Dr. Burton regardless of tenure.
- Honestly, I love her as a person, but I feel she did not teach us the material in a way to where we actually understood the material. The course is not set up in a way that is very engaging and exciting for the students
- Dr. Burton is one of the most kind, compassionate women I have ever come into contact with here at ACU. However, Dr. Burton has a hard time conveying her message to her students in a way that is easily understood. I do believe she is a smart, educated woman but her students do have a hard time understanding what she wants us to learn.
- Perhaps a little more clear guidelines on assignments, and future notice. There was a few times when homework was assigned that day (that was not even on the syllabus). Makes it difficult to plan ahead. Overall- great class and I learned ALOT. Thank you.
- Quality information, could use a little more excitement.
- What killed this class for not only myself but for majority of my fellow students is the simulation we had to run. Everyone was completely lost. We can't be expected to use a complicated system such and that one. It also is not very user friendly. No one knew how to run it at all. It was awful.
- Great teacher! I really appreciate her helping us throughout the simulation and certainly am thankful for working with me when I had to miss class.
- none
- She graded every assignment without a rubric so if she didn't like you that day then you didn't do well. She would put things on the test we never went over and after the tests were graded she would never talk about them with us so we don't know what we did wrong to learn from. Lastly, she made us download a software to our computers that completely messed mind up and slowed it down tremendously.

## C

- Dr. Burton is great at showing her students that she genuinely cares for them. She also is clearly passionate about the subject matter. However, she is often unclear in her explanations. In addition, she is known to be biased in her grading. It can be somewhat difficult for even hard working, motivated students to succeed in Operations Management because of this.
- I loved her enthusiasm but I found it difficult to follow her teacher habits

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- Dr. Burton did push us with assignments to monitor progress in between tests. However, she was often unclear in her expectations and I occasionally found myself leaving class more confused than I came. She often struggled with "dancing around the question," rather than being able to give us a straight answer, which also hindered the class' clarity. It was good that she stayed on top of the syllabus, updating it as things changed; however, sometimes I feel like we would come into class and the syllabus would be all we would talk about, rather than the actual learning material. My reaction to this class would've been more positive had I not felt so confused and left in the dark about actual expectations beyond what was obvious on the surface. Any one of us could have easily read what was on the syllabus in front of us; I wanted to learn more about the actual concepts of Operations Management (especially what we would be tested on). With all of the hands-on activities that we have, I feel like it would be beneficial to have much more applicable explanations. Rather than just handing us a job aid for the ERP Sim, an actual walkthrough of a few minutes worth of the simulation would help clear up understanding issues. Overall, more clear explanations of what is expected throughout all aspects of the class would be my biggest suggestion.
- She was never direct in anything to stated or when answering questions. She did not give us good guidelines for what she expected and was vague in everything she said. She was bad about communicating grades and did not seek to help students when they did not understand her method or subject matter. She made us do almost everything in groups that we did not choose and based many points on peer evaluations. We did various simulations that we did not fully understand and the information we were learning was not is application with what we were expected to reproduce in the simulations. If there were any other teacher offering this course I would have dropped this class in a heartbeat.
- Orneita is a nice lady and a good teacher. She is passionate about the subject. I think that she could improve on explaining things to the class better. Some class periods we spent way too much time talking about the timeline of the week and didn't get to the real content of the class. I was frustrated when it came to working with SAP. The instructions and simulation were not clear cut like the powerpoint and instructions given by the teacher. I would like to be able to put some SAP experience on my resume, but I know myself and many others in the class still don't have a good grasp of it. My suggestions for the SAP part of the course is to find a better way to show the class how to use it. Maybe on one of the class periods where it was spent explaining, actually go through the simulation and have better steps. The job aid doesn't show all the functions to complete. As a student that wants to go into project management. I thought taking a class called production and process management would be more of a concentrated class. I found that it is very similar to the Supply Chain and Logistics class. It had very broad concepts and I don't feel like I gained as much knowledge about the area I'm going into as I would have liked. I guess my main critique is to fill the class period with more content then explaining what will be on the test or timeline of what we are doing that week. The SAP is great experience, but it needs to be better explained.
- Professor Burton, thank you for teaching us ethical applications and how to think of our work from a Christ-serving viewpoint; thank you also for taking a professional interest in us as students and for encouraging us to learn by our own means. However, most of us had no beginning point on which to learn all that you wanted us to learn - the majority of the time, my fellow students and I wished for more direct instruction and a more coherent structure of course material; we wanted to learn in class what we needed to know to be effective at managing operations. I gathered from talking with my classmates that we were "winging it" most of the time on class projects (especially the ERP simulation) because we simply didn't know what to do, and were rushed and stressed. Because of this, we didn't learn how to manage an operation so much as how to simply get by. I know for a fact that students would perform better if we listened in class and applied themselves in learning the material, so a large part of the frustration and confusion with the class can be assigned to us; but we would also perform better if we were directly taught the material instead of where the material was organized on Canvas.
- I love Dr. Burton. In this course, she has challenged me to become a better steward of my gifts and talents and to always work hard and work with strong ethics. Out of all the professors in COBA that I have taken classes with, she is by far the most committed to seeing her students not just succeed in the business world, but more importantly in their relationship with Christ. I admire how she prays before every class and places a strong emphasis on stewardship and good morals in the business environment. She also demonstrates these qualities by being open to students' suggestions, providing feedback quickly, and treating her students like adults. A few suggestions: Dr. Burton is sometimes unclear with guidelines for assignments. I think that some of the less technologically savvy individuals have a hard time understanding projects and assignments. Overall, Dr. Burton could be a little more clear in class and with assignments but I think she is great!
- I feel that Mrs. Burton is a very lady, and truly does want the best for all of her students. That being said i think a lot of class time was waisted because of her rambling about ethics and other things that she had already talked about three classes in a row before. She talks about nothing to much and then we are crammed at the end of class to get the assignments done before time runs out, we then are still tested over the material that is talked about and practiced maybe 25% of the class time. The other 75% of the class time is her rambling. Also the SAP software we installed for the work in this class has made my computer so slow and glitchy. It has made it a challenge to get my computer to work for other classes because of this software. Overall, Burton is a very

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nice lady that I believe wants the best for all of her students. But this class she teaches could be summed up in 1 to 2 weeks easily, she is being forced to drag it out over a semester and that is why i believe there are so many bad reviews in the past on this class. Since it should only last 1 to 2 weeks we as the students feel that we do not learn anything from her which results in frustration. If you had to drink one cup of water over the span of the semester, you would get much more out of it if you just sat and drank it all in one sitting, as opposed to sipping it one sip everyday for a few months. Same goes with this class, if it was all taken in a shorter period this class would be much more beneficial.

- The class work assigned constantly throughout this semester was not relevant occasionally towards what we were attempting to learn in class. The tests you gave I had to study hard for in able to receive sub-par grades because of the uncertainty of what I have been learning. I had a difficult time following your train of ideas while teaching and was left confused about larger portions of the material for the course. It was upsetting to see how well certain students succeeded in this class while admitting they knew certain above average grades they received weren't what they should have been while I was sub-par.
- She is a really great teacher and shows a great concern for her students. However she needs to do more step by step instructions for the technology used for this course. She should also do a walkthrough of the technologies used in class. I SAP GGUI isn't easy for everyone, and the game that we play using it has many issues that could have been solved a lot faster if she would have done a walkthrough of the program. A lot of the students had the same problems with it, so if she would have done a group walkthrough instead of trying to solve the issues individually things would have gone smoother and quicker. Just keep in mind that we may be in the age of technology but there are still MANY people who struggle with using computers, even at the college level. They just don't like admitting it. Walkthroughs would REALLY help those students.
- There was very little that I learned from this class. This class had some very high potential and could've been good, but the professor ultimately ruined it. Ninety percent of the time, the entire class had no idea what was going on. There was a three week period where we talked about aids, ebola, and ISIS which have nothing to do with Operations Management. The week following all of that we were tested on material we hadn't learned. If students are ever going to get anything out of this class, the professor needs to leave.
- Mrs. Burton is a nice person but she lacks in teaching. She's not a very good explainer in which that her assignments are vague. In class no one knows what she's talking about. She gives us assignments that has nothing to do with operations mgmt. Ex. She gave us an assignment to read ISIS Manifesto and how does that work with Operations Mgmt. It doesn't.... It would make sense if the class was BCORE or a religion class. Like I said she's a nice person but has no skills in teaching this course.
- She's a really nice lady. I think she genuinely cares about her students and Jesus. But, the simulation was a waste of time. It wasn't explained very well so no one in the class knew what was going on. If the simulation was explained better and more in depth than I think it would be better. In addition to this, the software messed up our computers. I felt like I had no idea what was going on in the class. It was very unclear what specific things we were learning. There seemed to be no organization. There are also rumors that there is favoritism in the classroom. We were told by classmates that some students grades were bumped up a significant amount if they prayed during class.
- Dr. Burton is a great person and is ahead on some aspects of learning. However, some test material was difficult and I felt like it was not covered or taught well enough. This was a course where studying longer did not or would not improve one's results. In the end, Dr. Burton is a good professor who truly cares that her students learn.
- I think she is a great professor. However, sometimes she is too vague about her assignments and exams.
- Nobody even knew what was going on in this class. We would come to class and spend 25 minutes talking about the assignment for tonight or even an assignment a week and a half away. A lot of the assignments seemed like busy work and required students to make stuff up.
- I value Orneita Burton as a person and fellow Christian. However, all of the course content was very blurry and unclear to me. I never felt like I was actually learning anything because I was confused most of the time. I didn't even know how to use the simulation that we did in class. I feel that the course could be very interesting and productive if the content was taught thoroughly. I could've gotten an A rather than a B if I understood better.
- I do not feel like I have gained much from this class overall. Most of the time I, and the students around me, were unsure what we were talking about and how it related to our potential degrees. Going through the simulations has been nothing but a confusing ordeal. I honestly feel like this three hour credit was wasted in this class. I have no greater understanding of what it is I'm doing nor how this applies to my Financial Management degree. I do feel that Dr. Burton is a good teacher and an incredibly intelligent and experienced resource from the employment world but I feel that it doesn't translate well into this class. If there were course objectives in this class then I can say with 100% certainty that I, as a student, did not reach them.
- She truly cared about her students and helping them learn! Sometimes, I feel like we worked on things and were tested over

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different things. There were occasional times that I felt like what we were doing did not apply. Overall, I think Professor Burton would do anything she could to make this class as valuable as she could, and I appreciate that.

- I think that this class should only be online.
- I felt at times that it was very fast, and I wasn't able to grasp what was going on.
- Online course could be a great way to take this course. The amount of group dependence there is on an individual makes some students cringe.
- She seemed to expect us to teach ourselves somethings even though most of the class had little to no understanding on the subject.
- She did not do a good enough job explaining some of the topics. There were a lot of times where the whole class was confused on what to do.
- I was looking forward to taking this class, however, I was very disappointed by Dr. Burton's teaching. She did not explain anything clearly, took up most of the class time rambling, and was a very inefficient professor. I would not recommend any student taking Dr. Burton.
- Another professor needs to teach this class instead of Professor Burton.
- She is one of the sweetest teachers i have ever had, but her teaching isn't very good at times. Hard to understand and gets off track. She did explain whatever we were learning about to you have you went and talked to her or even email her. Very hard teacher
- I think that she has a great heart, but I think her ability to communicate the homework expectations is lacking. I rarely if ever understood the material large in part because we were left to our own to learn it. This class would be much better as an online course due to our need to learn the material on our own anyways.
- Dr. Burton is not the best communicator. Students will ask questions and never receive a clear response. The EPR system that we are working with is also very confusing. I feel like the whole simulation has been a train wreck. No one seems to know what they are doing and the instructions do not help. I believe that this simulation should be a class by itself. The way to teach or introduce it is not in 15-30 minute sessions, which is what is being done now. It is to complex to only work with in short amounts of time. What would be really helpful is to find video instructions and samples.
- Quite possibly the worst professor I have had while at ACU and i'm a graduating senior. Class is confusing and wanders all over the place. I never know what we are doing. The simulation was a main part of the class and it was highly confusing. She didn't really give us much help on the simulation. Occasionally rude and blames the students for things they didn't even know about. She tries but fails at teaching this class. I also have never given a bad review for a professor so me writing this definitely means something.
- Dr. Burton is not an adequate communicator. She does not explain material well. Every test given in this course resulted in a scramble to teach ourselves the material that she claimed to have taught. Everything I have leaned in this course has been taught by my peers or myself. I have spent far more time in a state of confusion and frustration in this course than I did actually learning material. I would recommend that my fellow students take a course at another university before they take anything taught by Dr. Burton.

**What specific actions and attitudes did you notice from your instructor that demonstrated his/her Christ-like character and conduct? -**

**A**

- Dr. Burton is a very sweet, compassionate person.
- Dr. Burton is trying to prepares us for the real world by showing us how the real world is. She provided different team situations that encouraged teamwork and showed us how to keep our character under pressure. She was patient and kind towards the class.
- Always praying before class.
- Praying before every class. She did not try pushing any of her beliefs on students but the way she acted made her Christ-like character clear.
- we prayed before every class
- We prayed before every class
- The way she presented herself in class each day.
- She was always understanding, willing to help us anytime with anything, put our needs first, and always made us think about what we were doing in business from an ethical perspective.
- Patience, understanding, fairness, and a strong focus on ethical behavior.
- Prayer before each class.
- Having a prayer every class at the beginning.

**B**

- She frequently discusses ethics in relation to operations management. She asked some test questions on what is right and wrong as a Christian in business. She often references scripture. She is available to us!
- Prayed before every class.
- We prayed before every class period. Pretty cool.
- She was patient and kind to her students.
- Honesty
- She didn't care about the students only the material and made it impossible for anyone to be successful in her class.
- She always relates everything to Christianity and it's impact on the subject.
- Always begins class with a prayer
- Ensured that we knew the value of ethics, prayed before every class and encouraged students to do so.
- prayer before class, very understanding of students.
- She always applied ethics to situations. Really helped us develop true character in business.
- She displayed her faith almost every day and that is something i really loved about her
- Always praying at the beginning of class and giving us assignments that have ethical backgrounds to it
- Dr. Burton was always very loving in the manner that she spoke to her students. It was evident that she was here to teach her students not to mock them or make a fool of them.
- She made us read Luke 6 for a test. However, she never explained what it had to do with what was being taught. We were left to assume for ourselves.
- she cares very deeply for her students and can understand where we come from.
- Very kind and willing to work with me should I have a special circumstance.
- She always prayed before class began and always talked of how as being Christians we had a duty to do things ethically and for good, not personal gain.
- Always prayed at the beginning of the class.
- prayed everyday in class

**C**

- She was full of grace
- She always starts class with a prayer, or rather she makes students volunteer. Which can be good, but when you sit in painful silence for about 3 minutes waiting for someone to volunteer, I feel like time would be better used if she went ahead and prayed and began class.



**What specific actions and attitudes did you notice from your instructor that demonstrated his/her Christ-like character and conduct? -**

- While I do not think Dr. Burton is a good teacher, she is, however, a strong Christian woman.
- Prayer before every class
- I liked that she prayed before every class period
- She showed genuine interest in her students, and made a clear effort to involve Christ in her lectures.
- She constantly discussed the ethical and moral impacts of the course material
- She had a prayer at the beginning of every class, she related scripture to things we were learning.
- She related a lot of the work back to Christ and the Bible.
- She would take prayer requests at the beginning of every class and ask a student to pray. There was also some suspicion of a lot of people who may have cheated in class and she gave them grace and a second try.
- um, she was nice and tried to be helpful but honestly she didn't even know what was going on in class. Also I don't think she could get an A on one of her own tests.
- Always positive and encouraging. She expressed her passions and faith while incorporating to challenge our own in work. I believe if I needed someone to go to I would be able to go to her.
- Some of her lessons were related to the business world, but required us to answer questions about how our faith could be intertwined within the working world.
- She demonstrated Christ-like behavior in her character and conduct all the time. She is one of the nicest ladies at ACU!
- She is very caring.
- Ethics
- She just talked about what being a Christian in the workforce looks like.
- Prayed before class
- The desire to pray before every class.
- She was very encouraging and understanding
- she would make it a priority to involve her faith in her teaching and her experiences
- Refer to other comment section.
- When told many students used outside resources for a test she talked to the class about why it was wrong, and tried to improve the situation. She was also extremely willing to talk with students about whatever they wanted to.
- We prayed at the beginning of each class. She added in moral or ethical situations that we might have to deal with in the future in the class.
- Professor Burton took a personal interest in all of us, and made a special point to pray before every class period. As adverse as students were to this course, I firmly believe that praying together drew us closer together. Professor Burton also trusted us to be responsible with what we had, technology-wise, even though many students didn't respect their stewardship responsibility and suffered because of it. Too, she made a very strong point most class periods to remind us to do everything in business to bring glory to God, and to remember that we are accountable to He who is greater than ourselves.
- She occasionally related assignments to Christian ideals and had us include Bible verses in assignments. However, for a teacher who stresses ethics so much, I feel like her teaching style is anything but pure. Grading was somewhat spotty, and we never entirely understood what was wrong with certain things but not others. Many students saw hints of favoritism, based on things such as being willing to pray aloud. As mentioned before, she was rarely straightforward in her answers. At first, I thought this was a simple communication issue. However, I have felt personally misled by her tendency to leave out important information and abide by the rule "it's not wrong to give the wrong idea as long as I don't actually tell a lie." It was frustrating feeling like we had to aggressively probe her in order to simply receive information that was crucial to our success.
- She spoke highly of the Lord in the workplace and was certain to pray before each class. We always talked about scripture as well.
- I'm not a religious person so I don't feel like it's appropriate for me to answer this question. I do believe Dr. Burton is a genuinely good and just person.
- She cared about her student's Christian values and ethics, and how they would influence business behavior.
- She seemed to be very passionate on the students being ethically sound, which in turn will lead us to be ethically sound individuals

**What specific actions and attitudes did you notice from your instructor that demonstrated his/her Christ-like character and conduct? -**

in business world.

- She is very friendly and opened each class with a prayer and prayer requests. She genuinely took an interest in student's needs and concerns.
- We pray before class every day.